What AI risks are most concerning to business leaders, and to what extent are organizations developing new structures and initiatives to manage those risks?

Here’s what we learned from our global survey of 2,280 leaders, managers, and contributors.

Managers’ top concerns about AI:

1. Inaccurate results
2. Unethical uses
3. Biased or illegal decisions
4. Results that can’t be explained

New technology governance emerges

57% of advanced AI implementers have established groups to set AI policies and manage AI risk

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Action on AI ethics

- Have hired ethicists: 21% (Advanced) vs. 5% (Overall)
- Have a code of AI ethics: 40% (Advanced) vs. 8% (Overall)
- Have an ethics-focused review board: 42% (Advanced) vs. 10% (Overall)

Those who report broad AI implementation across their organization are leading at confronting AI ethics issues

Only 26% of survey respondents overall are creating structures to manage AI risk

Building trust in AI

Respondents rated reliability of their corporate AI systems at 6 on a 10-point scale

Explaining key factors in an AI system’s reasoning can boost trust:

55% of advanced AI implementers can explain AI decisions to stakeholders

For more on how leaders must focus on technology governance to implement trusted AI, read the full research report: sloanreview.mit.edu/ai-change