



American Staffing Association

ASA Workforce Monitor – Summer 2023

# AI Outlook

INDUSTRY  
Advocacy  
jobs  
education  
Certification  
SKILLS  
FLEXIBLE  
SOLUTIONS  
SUPPLIERS  
DATA  
Candidates  
ADVOCACY  
WORKFORCE  
TEAMS  
CLIENTS  
Publication resource

## Background and Methodology

### Methodology

This survey was conducted online within the U.S. by The Harris Poll on behalf of ASA from June 20-22, 2023, among a total of 2,037 U.S. adults age 18 and older of whom 1,225 were employed.

The sampling precision of Harris online polls is measured by using a Bayesian credible interval. For this study, the sample data is accurate to within +/- 2.7 percentage points using a 95% confidence level. Contact ASA with further questions about the methodology.

### Note when reading tables

Circles on data points represent a statistical significance

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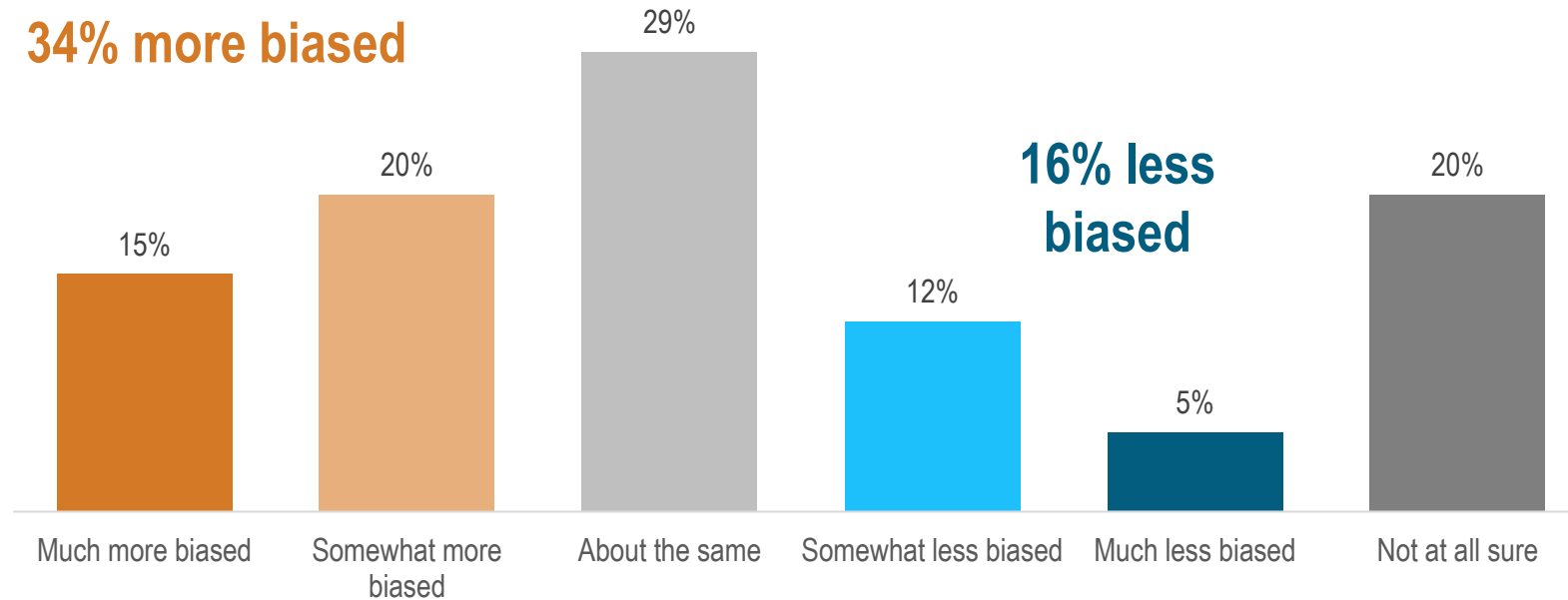
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# One Third Say AI Hiring Tools More Prone to Bias Than Humans

Perception of Bias in AI Recruiting Tools



Q4 Do you feel like current AI hiring job application/resume screening tools are more or less prone to bias than human recruiters or hiring staff?  
Base = Employed U.S. adults; n = 1,225



# Workers Open to a New Job Likelier to See AI Tools as More Biased Than Humans

## Perception of Bias in AI Recruiting Tools

	Current Job Seeker (n=157)	At Least Considering New Job (n=491)	No Job Change Plans (n=647)
% Much/somewhat more	49%	43%	29%
% Much/somewhat less	10%	15%	18%
About the same	25%	31%	28%
Not at all sure	16%	12%	25%

Oval indicates significant difference.

Q4 Do you feel like current AI hiring job application/resume screening tools are more or less prone to bias than human recruiters or hiring staff?  
Base = varies



# Hispanic and Black Respondents More Likely to Have Used AI in Applying for a Job

Used AI to Assist in Applying for a Job

	White (n=1353)	Hispanic (n=258)	Black (n=250)
Yes	17%	36%	34%
No	77%	60%	59%
Not applicable	6%	5%	7%

Oval indicates significant difference.

## 39% of Current Job Seekers Have Used AI Tools to Assist in Applying for a Job

	Current Job Seeker (n=274)	At Least Considering New Job (n=694)	No Job Change Plans (n=1174)
Yes	39%	40%	14%
No	57%	57%	81%
Not applicable	4%	2%	5%

Oval indicates significant difference.

Q3 Have you ever used artificial intelligence (AI) tools (e.g. Chat GPT, automated resume review) to assist in applying for a job (e.g. enhancing resume, writing a cover letter, answering application questions)?



# Gen Z and Millennials More Likely to Have Used AI in Applying for a Job

Used AI to Assist in Applying for a Job

	Gen Z (n=308)	Millennials (n=554)	Gen X (n=530)	Baby Boomers (n=589)
Yes	39%	39%	19%	6%
No	57%	57%	75%	88%
Not applicable	4%	4%	6%	6%

Oval indicates significant difference.

Q3 Have you ever used AI tools to assist in applying for a job (e.g., enhancing resume, writing a cover letter, answering application questions)?

Base = varies





# Men Slightly More Likely to Have Used AI When Applying for a Job

Used AI to Assist in Applying for a Job

	Women (n=1,057)	Men (n=955)
Yes	19%	27%
No	74%	69%
Not applicable	7%	4%

Oval indicates significant difference.

## C-Suite and Senior Management More Likely to Have Used AI in Applying for a Job

Used AI to Assist in Applying for a Job

	C-Suite Position (n=171)	Senior Management (n=190)	Middle Management (n=287)	Individual Contributor (n=358)	Entry Level Position (n=219)
Yes	50%	51%	35%	14%	22%
No	45%	44%	63%	83%	72%
Not applicable	5%	5%	2%	4%	6%

Oval indicates significant difference.