

THE PULSE OF LANCASTER COUNTY BUSINESS

Insights for Lancaster County Business Leaders

Results: AI Adoption in the Workplace Survey



As the start to the Pulse of Lancaster County Business series, the Lancaster Chamber conducted a survey on **AI Adoption in the Workplace** from July through early-August.

This survey aimed to uncover how companies are integrating AI and automation into their operations and workplaces. The results reflect responses from 70 Lancaster County business leaders in our community and across various industries.

The results identify emerging trends, reveal challenges and opportunities leaders see for their businesses relating to AI, and provide insights into the resources needed to support businesses as they navigate the evolving landscape.



KEY FINDINGS



1

ORGANIZATIONAL APPROACH TO AI

Organizations in Lancaster County are embracing AI at different levels. 33% of respondents are actively integrating AI into multiple business functions, while 36% are experimenting with AI in select areas.

10% have no plans to adopt AI in the near future, while 21% are exploring but have not implemented it yet.

These results highlight the various pace at which companies are approaching AI.

2

PRIMARY GOALS OF AI ADOPTION

Productivity is overwhelmingly the primary driver of AI adoption with 65% citing increasing productivity/efficiency as a goal.

Cost reduction is not the primary motivation, only 1.5% specifically identify reducing operational costs, suggesting businesses are thinking about AI more as a capacity/productivity tool than a cost-cutting tool.

The other options were all below 10% (supporting decision-making with data insights, enhancing customer experience, automating repetitive tasks, and reducing operational costs), with the comment section noting that many are using it for all the above.

3

IMPACT OF AI ON THE WORKFORCE

AI's impact on workforce so far is productivity, not headcount. Nearly 54% report increased efficiency/time savings, making this by far the most common impact.

At the same time, AI is still relatively early-stage for many employers with 45% reporting no significant impact so far. That suggests adoption is uneven and many businesses may still be experimenting or figuring out where AI fits.

The overall story is less "AI is replacing workers" and more "AI is changing how work gets done".

4

BIGGEST CHALLENGES IN ADOPTING AI

Businesses aren't necessarily looking for more analysis of whether AI matters, but they are looking for the expertise, guidance, and confidence to use it well.

The biggest barriers to adoption are people and trust, not just technology. Lack of internal expertise and data privacy/security concerns are tied for the top challenges at 38%.

Ethical considerations are also significant, 32% cite this concern. Tied together, all of this suggests that businesses are thinking seriously about responsible AI use.

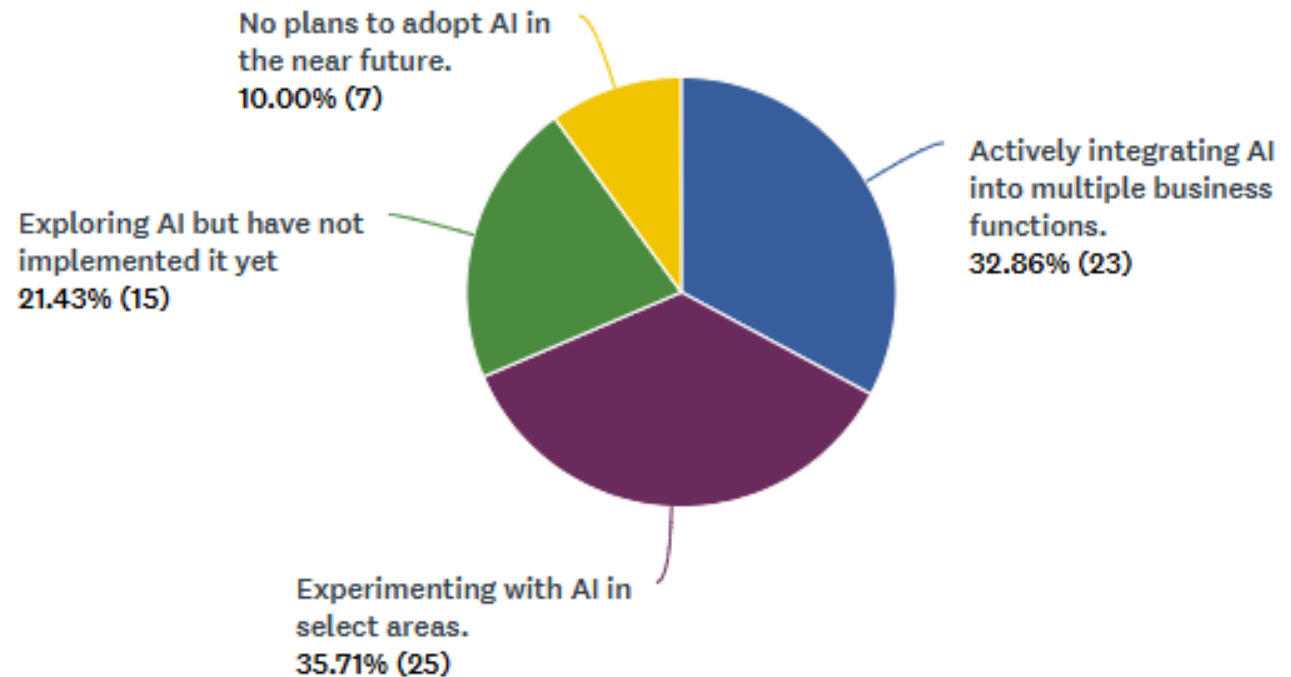


32%

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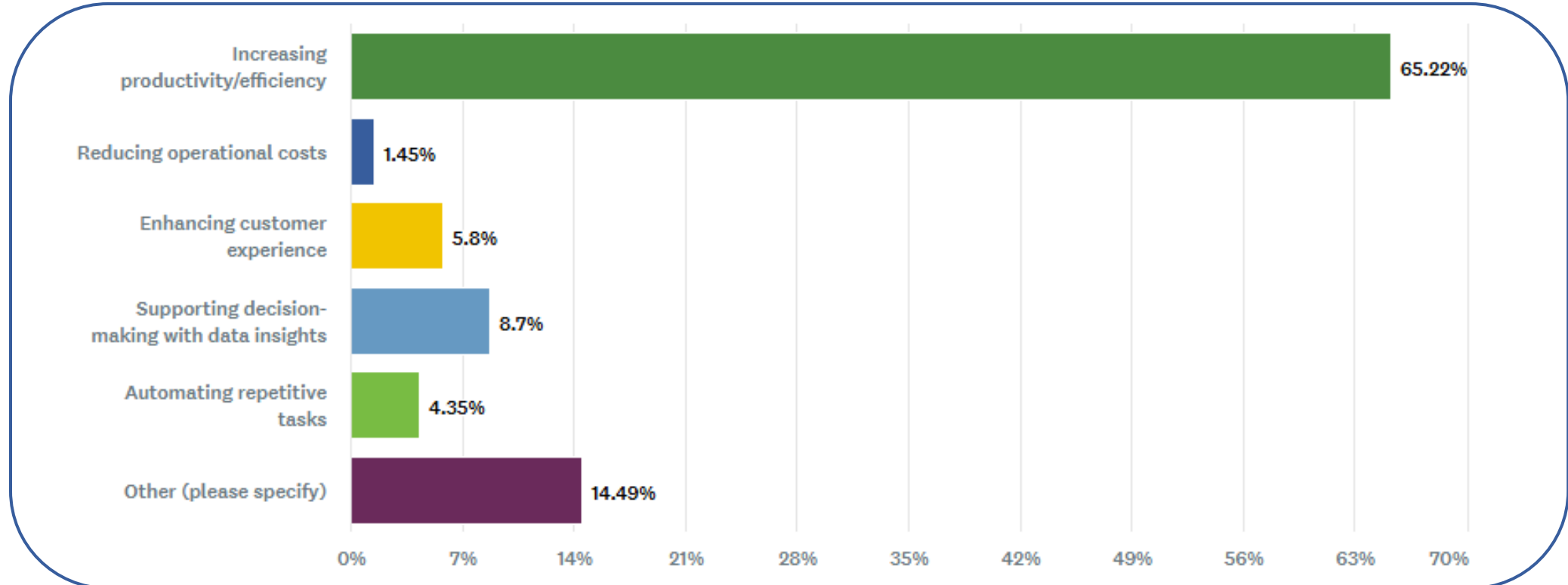
ORGANIZATIONAL APPROACH TO AI ADOPTION

Q1: How would you describe your organization's approach to AI adoption?



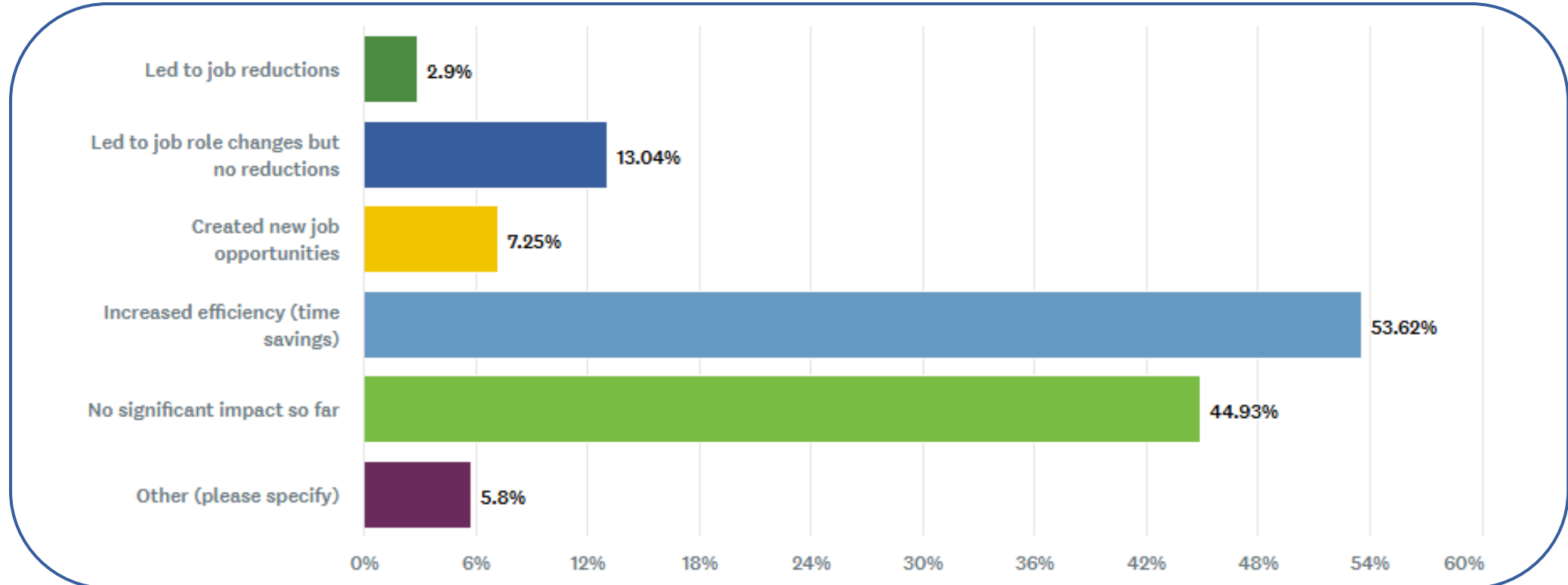
PRIMARY GOALS OF AI ADOPTION

Q2: What are the primary goals of your AI adoption?



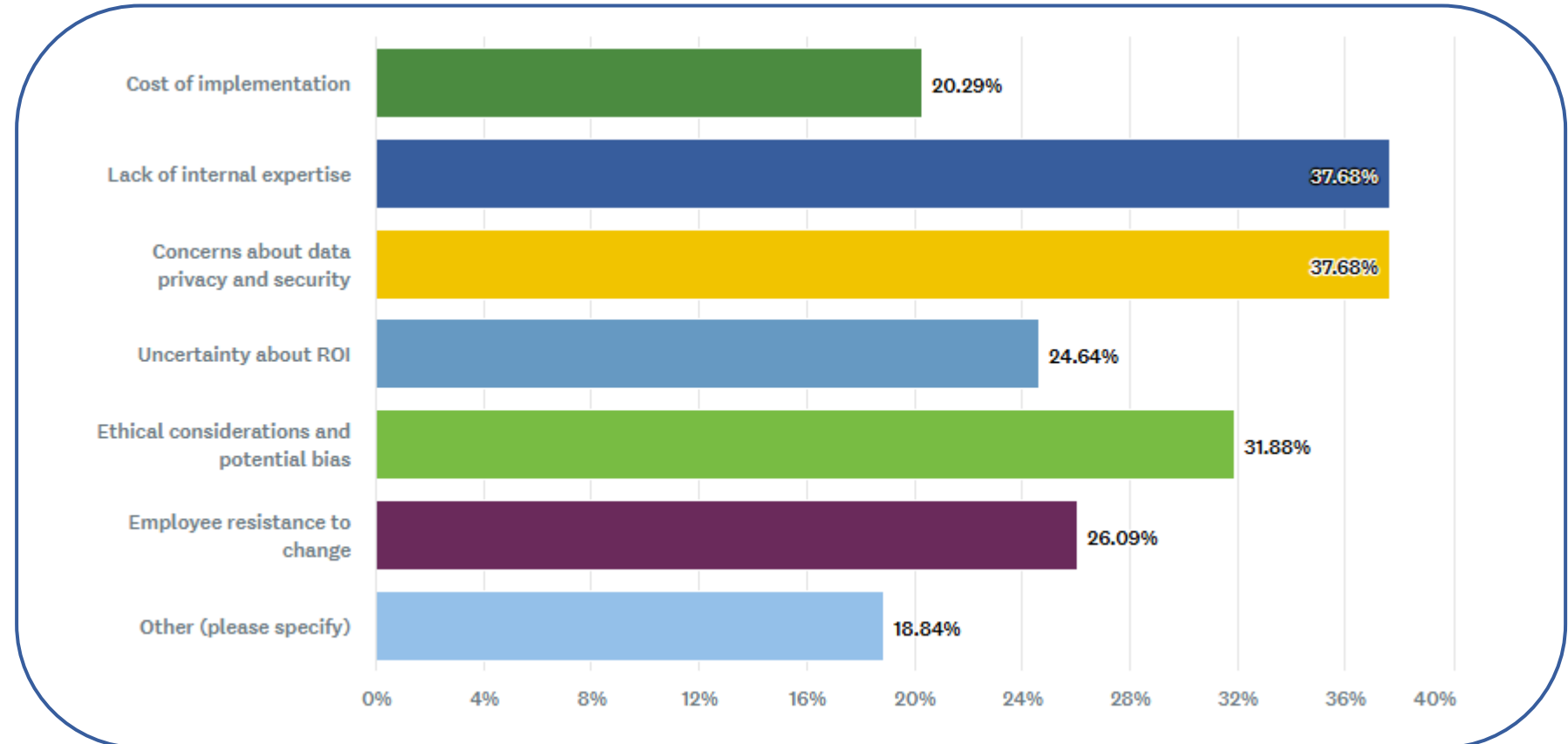
IMPACT OF AI ON WORKFORCE

Q3: How has AI impacted your workforce? (select all that apply)



BIGGEST CHALLENGES IN ADOPTING AI

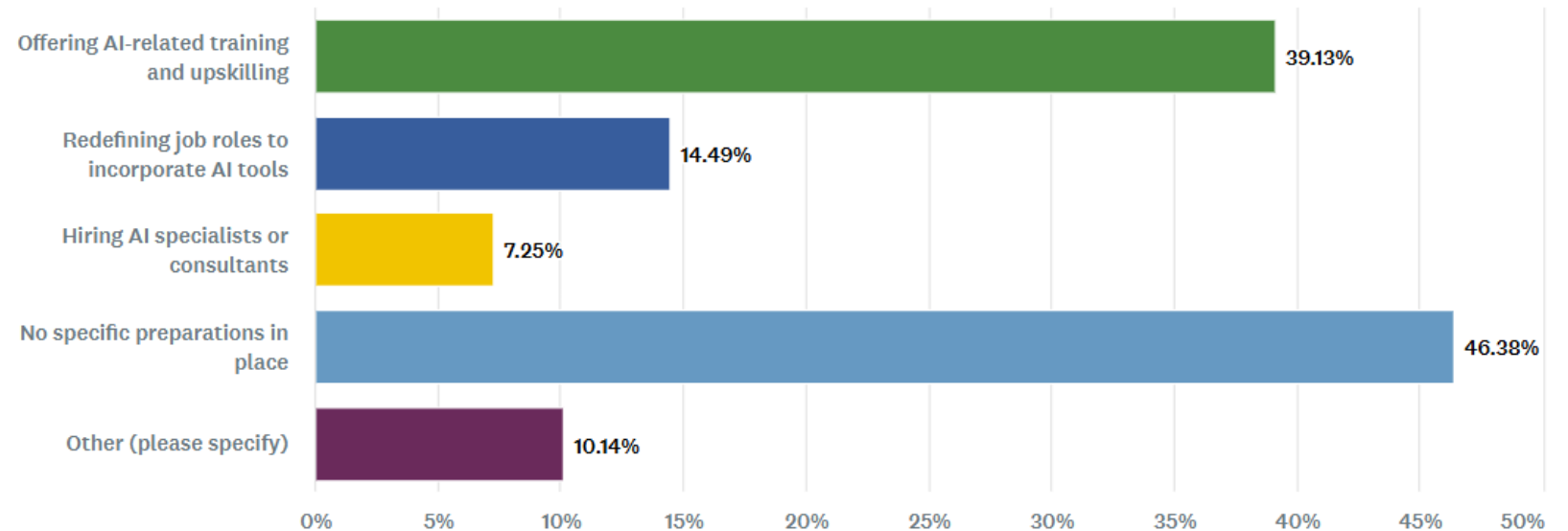
Q4: What are the biggest challenge your organization faces in adopting AI? (select all that apply)



PREPARING EMPLOYEES FOR AI-DRIVEN CHANGES

Q5: How is your organization preparing employees for AI-driven changes?
(select all that apply)

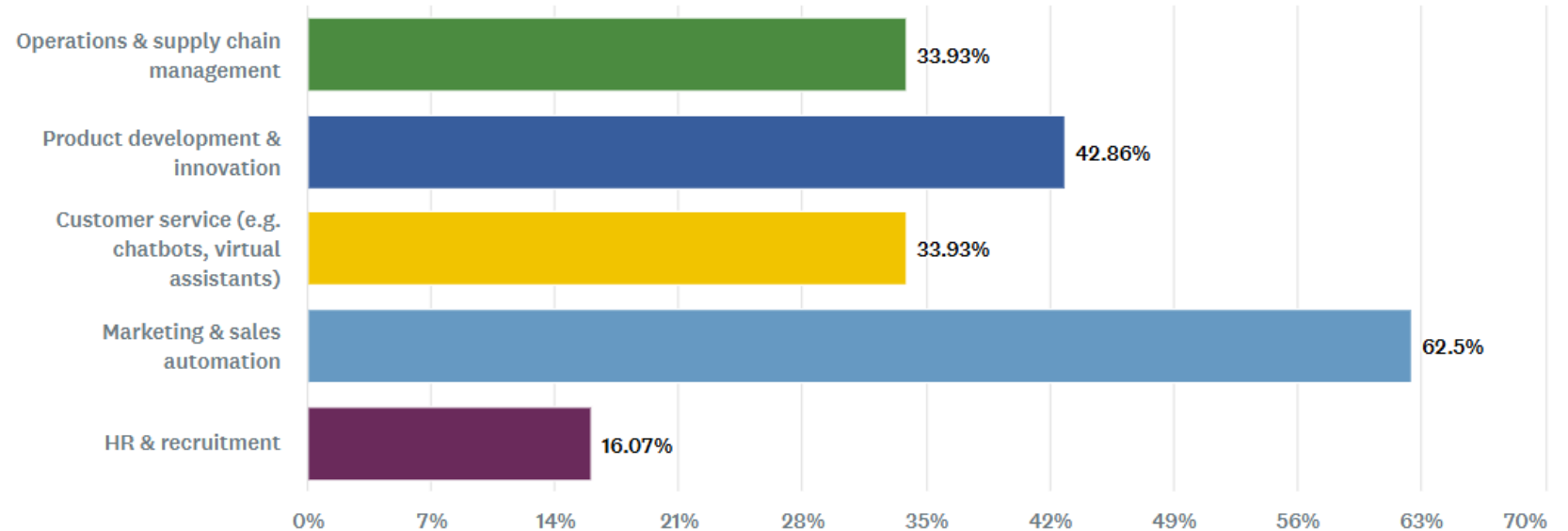
How is your organization preparing employees for AI-driven changes? (Select all that apply)



AREAS OF AI USAGE OR PLANNED USAGE

Q6: In which areas is your company currently using or planning to use AI? (select all that apply)

In which areas is your company currently using or planning to use AI? (Select all that apply)



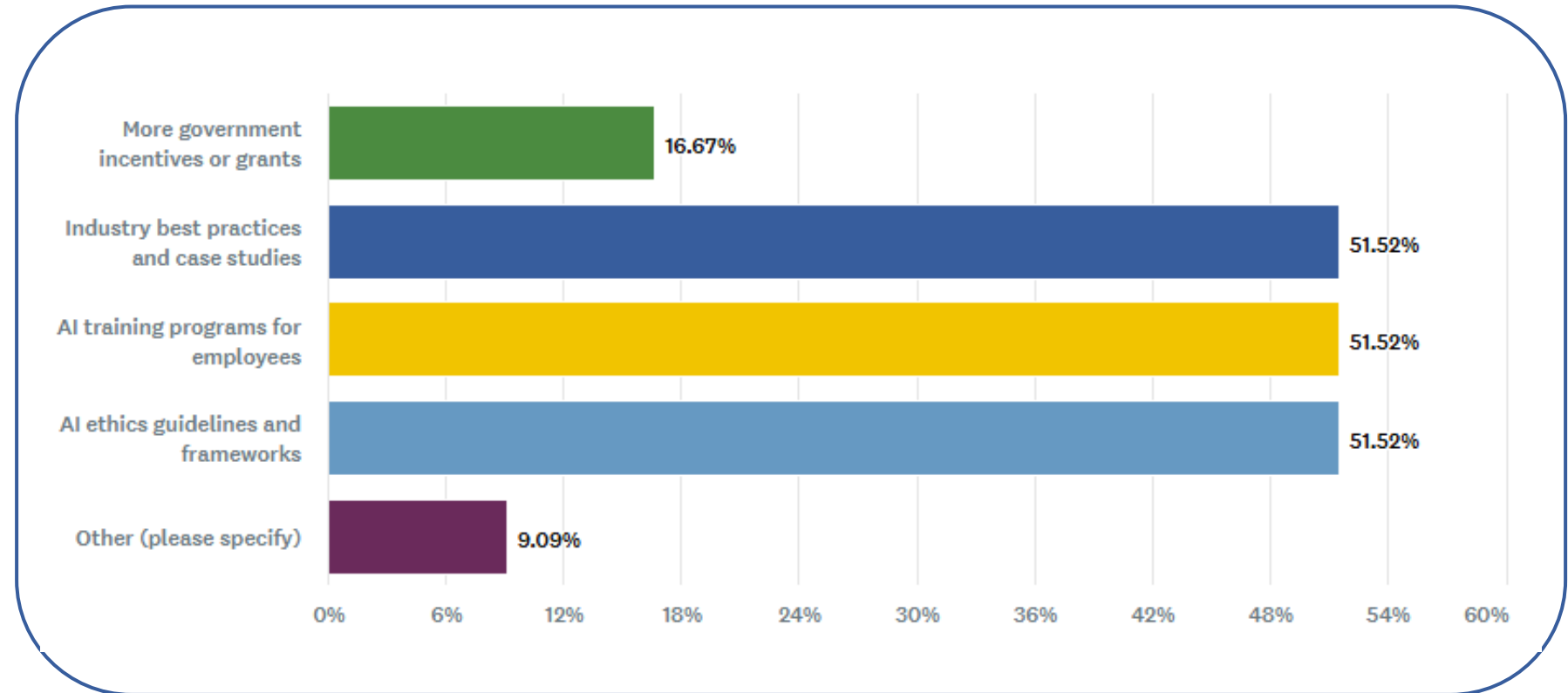


Businesses are asking for practical guidance more than financial incentives. The top three needs are tied at 52%: industry best practices & case studies, AI training programs for employees, and AI ethics guidelines and frameworks.

This suggests a strong **“how to do this well” approach.** They want to learn from organizations that are already using AI successfully, not just hear about it in theory.

RESOURCES NEEDED FOR EFFECTIVE AI INTEGRATION

Q7: What resources or support would help your organization integrate AI more effectively? (select all that apply)





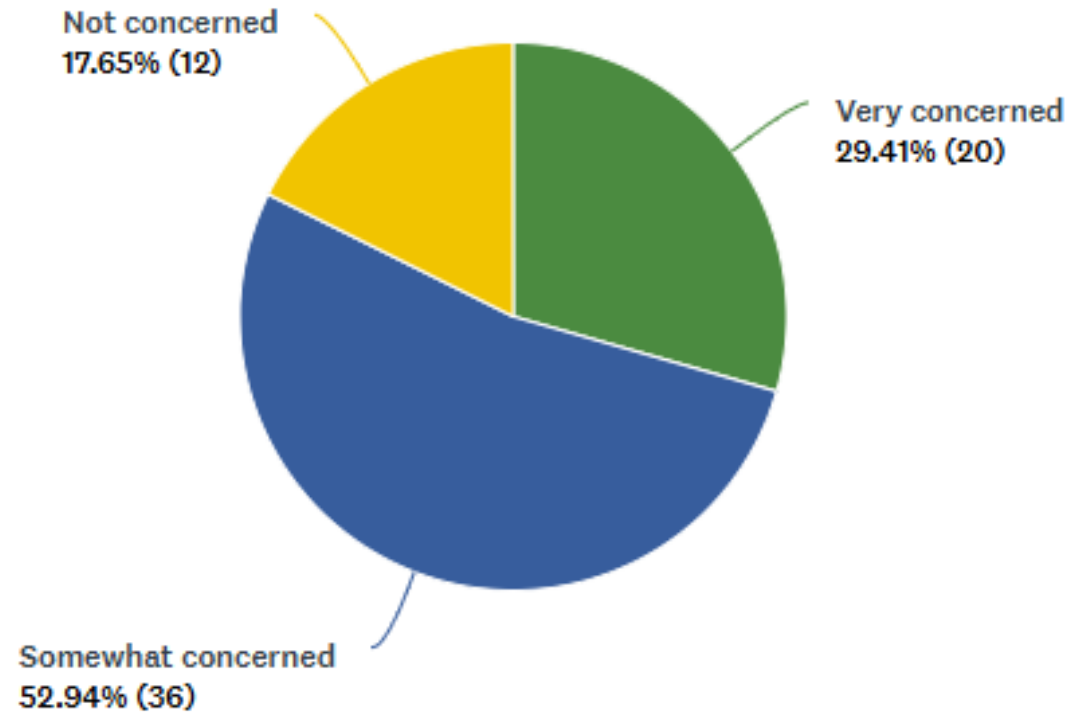
83%

of respondents are concerned
about the ethical risks associated
with AI

CONCERNS ABOUT ETHICAL RISKS ASSOCIATED WITH AI

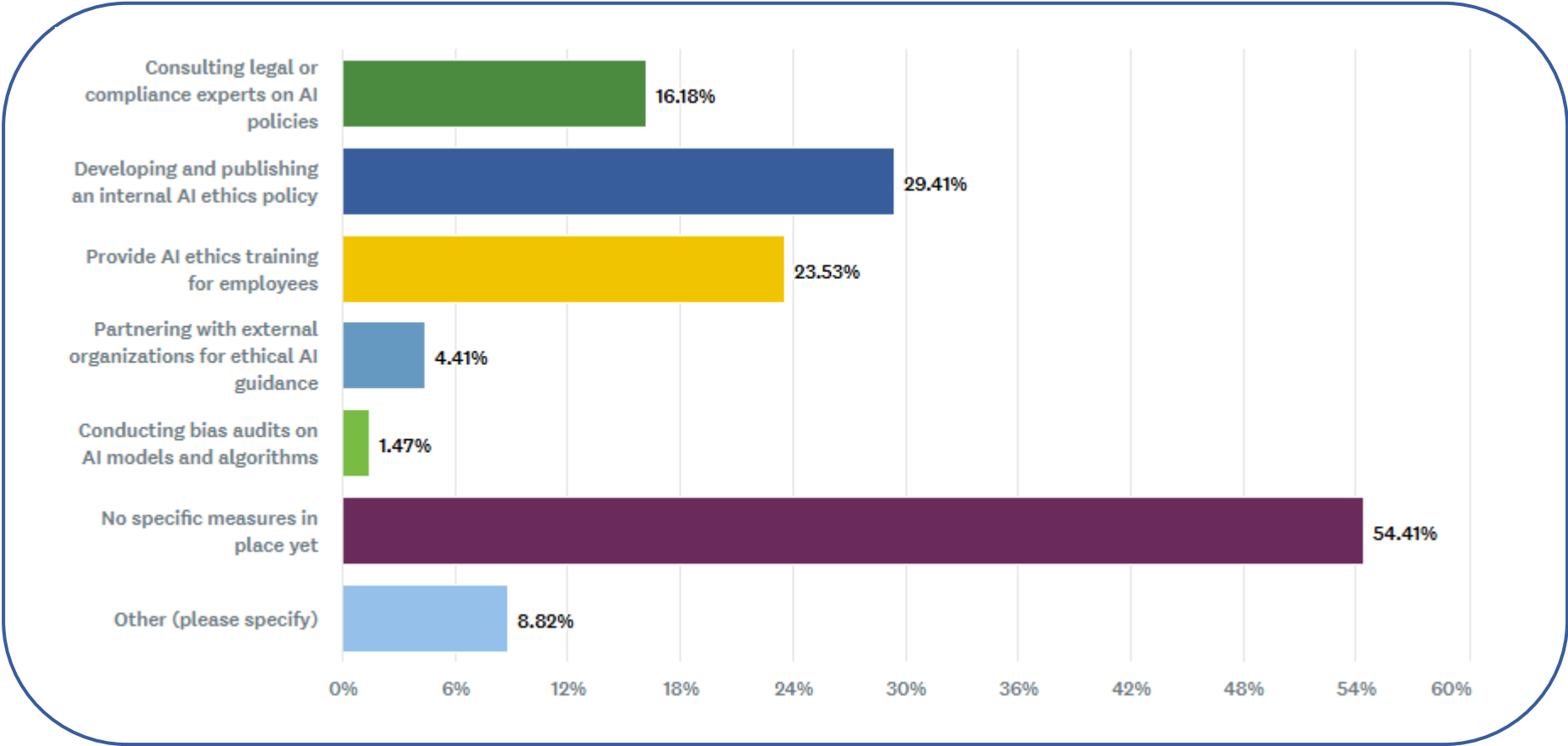
Q8: How concerned is your organization about ethical risks associated with AI?

(e.g., bias, misinformation, plagiarism, job displacement)



STEPS TAKEN TO MITIGATE ETHICAL RISKS

Q9: What steps is your organization taking to mitigate ethical risks associated with AI? (select all that apply)



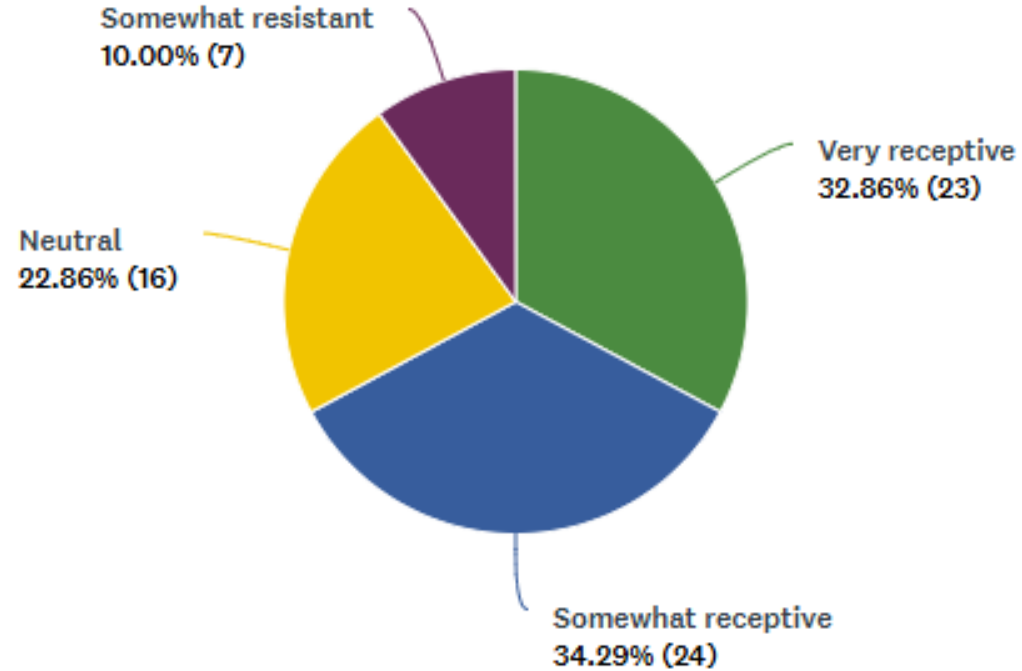


67%

of respondents indicated
employees are receptive to using
AI tools

EMPLOYEES RECEPTIVENESS TO AI TOOLS

Q10: How receptive are your employees to utilizing AI tools?



SUMMARY



The message from this survey is pretty clear: **AI is becoming part of the way businesses in Lancaster County work, but most organizations are still figuring out what that means for them.**

Businesses are primarily turning to AI to increase productivity and efficiency, with the workforce impact so far focused more on helping people work differently than eliminating jobs. At the same time, it is evident that people have reservations about any AI adoption and organizations are navigating real world challenges around expertise, data privacy, ethics, ROI, and preparing employees for change.

They are looking for **practical examples of what's working, training for employees, and clear guidance on using AI responsibly.**

The goal is not to use AI just because it is here, it is to **use it thoughtfully**. Businesses are focused on finding productivity and helping employees do their jobs better.

