

New Workday Research: Taiwan Workers are More Open to Partnering with AI Agents than Global Peers

Taiwan Organisations are Expanding their Use of AI Agents

Realizing the Full Power of AI Agents Hinges on Transparency and Prioritizing Human Empowerment

TAIPEI, August 27, 2025 — [Workday, Inc.](#) (NASDAQ: WDAY), the AI platform for managing [people](#), [money](#), and [agents](#), today released the Taiwan findings from its latest global research, *AI Agents Are Here – But Don't Call Them Boss*. The study reveals that 88% of workers in Taiwan are comfortable teaming up with AI agents—outpacing the global average of 75%—but, unsurprisingly, only 16% say they are comfortable being managed by one. This signals a key challenge for businesses: how to embrace the power of AI without losing the human touch.

Building on its market leadership across Asia Pacific and strong relationships with global brands such as NVIDIA and P&G, Workday has rapidly expanded its presence in Taiwan, partnering with CTBC Bank, KGI Financial, Q Burger, Giant, Gamaia, WNC, Advantech, Wiwynn, and others across diverse industries—empowering organisations to transform HR and finance operations with responsible AI, strengthen agility, and enhance resilience in a fast-changing environment.

The Taiwan findings were unveiled alongside Workday Horizon Taipei 2025, an event that gathered senior executives, industry leaders, and technology experts to discuss the role of agentic AI in business and its potential impact on workforce planning and decision-making.

The research further underscores that while widespread optimism is driving the rapid adoption of AI agents – 88% of organizations in Taiwan are expanding their use of agents – employees are clearly drawing a line between how they are and are not willing to work with AI.

“We’re entering a new era of work where AI can be an incredible partner, and a complement to human judgement, leadership, and empathy,” said Kathy Pham, vice president, AI, Workday. “Building trust means being intentional in how AI is used and keeping people at the center of every decision.”

Key Taiwan findings from the report include:

- **AI as Co-Pilot, Not Commander:** In Taiwan, 78% of employees are comfortable with AI agents working alongside them, and 86% welcome AI recommendations for new skills— both exceeding the global average of three out of four. However, only 16% are comfortable with an AI agent managing them. A mere 23% are comfortable with AI agents operating in the background without human knowledge. Establishing clear boundaries for AI is key to building employee trust and driving greater adoption.
- **Exposure to AI Agents Drives Trust:** While close to one-quarter of respondents in Taiwan still believe agents are overhyped, trust in agents rises dramatically with increased use. Globally, only 36% of those exploring AI agents trust their organisation to use them responsibly, but that number jumps to 95% among those further along. Direct experience with AI agents builds confidence.
- **Rapid Path to ROI:** Nearly half of organisations in Taiwan (48%) expect AI agents to deliver a return on investment within 7 to 12 months, and 97% anticipate ROI within two years—highlighting strong confidence in AI's ability to generate quick, tangible business value.
- **The Double-Edged Sword of AI Productivity:** 90% of employees in Taiwan believe AI agents will help them get more done, but many are also concerned that these productivity gains will lead to increased pressure (58%), a decline in critical thinking (50%) and less human interaction (50%). This underscores the need for thoughtful implementation that prioritizes employee well-being.
- **Distinct Roles for Agents and Humans:** Most see agents as important teammates, but not full members of the workforce. Similar to the global findings, trust in AI depends on the task: it's highest for IT support and skills development and lowest for sensitive areas like compliance, underscoring the need for human oversight, and accountability. Notably, in areas such as finance and talent acquisition, more than half of respondents trust AI and humans equally, signaling significant potential for broader adoption.
- **Finance Sees Big Potential:** In Taiwan, organisations report the most progress with AI agent adoption in accounting (48%) and treasury management (44%), while areas such as tax operations and risk management trail behind. This points to both strong momentum in core finance functions and opportunities for further expansion.

“Across Taiwan, we’re seeing organisations not only explore the potential of AI agents but also begin applying them in meaningful ways,” said Bond Hui, General Manager, Workday Taiwan. “This growing momentum reflects a shift from curiosity to practical implementation, with leaders looking to harness AI to boost productivity, close talent gaps, and strengthen operational resilience. At Workday, we are committed to supporting our customers with clear, practical resources and guidance on security, privacy, and ethical governance, underpinned by robust policy development and compliance frameworks.”

This research underscores a crucial path forward: to harness the potential of AI, organizations must focus on building trust

through transparency and empowering their people. This isn't just about deploying new technology. It's about thoughtfully designing a future where AI agents enhance human capabilities, enabling a more productive and fulfilling work experience for all.

For additional information

- Read the full report, "[AI Agents Are Here—But Don't Call Them Boss.](#)"
- Discover more about the implications of AI agents on the global workforce, "[The Secret to AI Optimism and Adoption Is Setting Boundaries.](#)"
- Hear more about the evolving mindset of the Chief Work Officer, "[The Chief Work Officer: Leading the Human-AI Frontier.](#)"

About The Report

Our findings are based on a global survey of 2,950 full-time decision-makers and software implementation leaders across three key regions: North America (n=706), APAC (n=1,031), and EMEA (n=1,213). Data collection was conducted by Hanover Research in May and June 2025, commissioned by Workday.

About Workday

[Workday](#) is the AI platform for managing [people](#), [money](#), and [agents](#). The Workday platform is built with AI at the core to help customers elevate people, supercharge work, and move their business forever forward. Workday is used by more than 11,000 organisations around the world and across industries – from medium-sized businesses to more than 60% of the Fortune 500. For more information about Workday, visit workday.com/en-hk.

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