

Workday Research: Hong Kong Organisations Are Leaving AI Gains on the Table

Nearly 60% of AI Time Savings in Hong Kong are Lost to Fixing Low-Quality Output

New Research Shows AI Delivers Greater ROI when Hong Kong Leaders Invest in Both People and Technology

HONG KONG – February 5, 2026— [Workday, Inc](#) (NASDAQ: WDAY) today released Hong Kong findings of its new global research, showing that while AI is delivering productivity gains, many organisations in Hong Kong aren't fully capturing its value. Employees are saving meaningful time with AI tools, but too often those gains are being absorbed by rework – fixing mistakes, rewriting content, and double-checking outputs from generic tools – leaving significant value on the table.

The report, "[Beyond Productivity: Measuring the Real Value of AI](#)" reveals what separates Hong Kong leaders from laggards: the most successful organisations don't just deploy AI – they reinvest the time it saves into their people. By building skills, redesigning roles, and modernising how work gets done, these companies turn speed into sustained business impact.

"Too many AI tools push the hard questions of trust, accuracy, and repeatability back onto individual users," said **Gerrit Kazmaier, president, product and technology, Workday**. "At Workday, we've spent years delivering AI as simple, human-centered solutions – not raw technology – so customers aren't left to wire things together and fact-check every answer on their own. Our philosophy is that AI should do the complex work under the hood so people can focus on judgment, creativity, and connection. That's how organisations turn AI-powered speed into durable, human-led advantage."

The AI Productivity Paradox

AI is delivering meaningful time savings, but that speed doesn't always translate into better outcomes. While a notable 92% of local employees report saving one to seven hours per week using AI, much of that time is offset by rework on low-quality AI-generated content – creating a false sense of productivity and ROI. AI is doing its part by increasing capacity – but too often, roles, skills, and processes have not evolved to turn that capacity into consistently better results.

Key global and Hong Kong findings include:

- **More than half (58%) of local employees lose an average of 1-2 hours each week to rework** including correcting errors, rewriting content, and verifying outputs from one-size-fits-all AI tools. Only 30% of them consistently receive AI-generated content of sufficient quality, with minimal need for rework.
- **Frequent users feel the most strain:** Globally, employees who use AI every day are overwhelmingly optimistic – more than 90% believe it will help them succeed. But they also carry the biggest burden: 77% review AI-generated work just as carefully as work done by humans, if not more.
- **Younger employees bear the biggest burden:** Employees around the world aged 25–34 make up nearly half (46%) of those dealing with the most AI rework. Despite being seen as the most tech-savvy, they spend the most time checking and fixing AI output.
- **Training gaps persist:** While 64% of Hong Kong leaders cite skills training as a top priority, only 38% of employees experiencing the highest amount of rework say they're getting access to it – revealing a clear disconnect between leadership intent and employee experience.
- **Jobs have not kept up with AI:** In most organisations (88%) in Hong Kong, fewer than half of roles have been updated to reflect AI capabilities. Local employees are using 2025 tools inside 2015 job structures, and they're left to reconcile faster output with unchanged processes or systems

Reinvesting AI Gains Into the Workforce

Most local organisations agree AI gains should benefit employees – but today, reinvestment still skews elsewhere. Companies in Hong Kong are more likely to put AI savings back into technology (41%) than into employee development (28%). In addition, instead of using time saved to build skills, 18% simply increase workload – leaving employees to navigate AI on their own.

But organisations globally that are seeing real returns are making a different choice. Employees with positive AI outcomes are far more likely to use saved time to increase the value of their work – through things like deeper analysis, stronger decision-making, and strategic thinking (57%) – rather than just taking on more tasks. They're also far more likely to have had increased skills training (79%).

"We are seeing organisations in Hong Kong grow increasingly comfortable adopting AI, but many have yet to fully capture the value it can deliver," said **Daniel Cham, general manager, Workday Greater China**. "As we move into 2026, the focus of AI must shift beyond adoption to measurable growth. This means investing in the right tools and capabilities to upskill employees, strengthen how AI is applied, and translate productivity gains into tangible business outcomes that support long-term organisational growth."

The organisations realising the greatest value from AI view saved time as a strategic resource. They reinvest in upskilling their

teams, improving collaboration, and strengthening judgment-driven work. The biggest opportunity is helping employees learn how to use AI effectively – especially in areas that require judgement, creativity, and decision-making. The research makes one thing clear: reinvesting in people is the fastest way to reduce rework, improve outcomes, and turn the speed of AI into lasting business value.

For additional information

- Download the full report: [Beyond Productivity: Measuring the Real Value of AI](#)
- Read more AI research from Workday: [Elevating Human Potential: The AI Skills Revolution](#)

About the Report

This data comes from the global study "[Beyond Productivity: Measuring the Real Value of AI](#)" a survey conducted by Workday and fielded by Hanover Research in November 2025. The study encompassed 3,200 respondents across Asia-Pacific (APAC); North America; and Europe, the Middle East, and Africa (EMEA). All participants were full-time employees at organisations with \$100M+ in annual revenue and were active users of AI technology.

About Workday

Workday is the enterprise AI platform for managing [people](#), [money](#), and [agents](#). Workday unifies HR and Finance on one intelligent platform with AI at the core to empower people at every level with the clarity, confidence, and insights they need to adapt quickly, make better decisions, and deliver outcomes that matter. Workday is used by more than 11,000 organisations around the world and across industries – from medium-sized businesses to more than 65% of the Fortune 500. For more information about Workday, visit workday.com/en-hk.

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Workday調 本港企業仍未能充分掌握AI帶來的效益

在本地企業中 AI所節省近六成的時間均花費於修訂質素參差的AI生成 容

最新調 顯示 本港管理層同時投資人才與科技 有助全面提升 AI 投資回報

香港 2026年2月5日 – [Workday](#) NASDAQ WDAY 今日發 最新全球研究的香港調 結果 顯示儘管人工智能 AI 正提高生 力 許多本港企業仍未能充分發揮其價 。員工使用AI工具確實節省一定時間 惟相關效益往往被後續修訂工作所花費的時間而抵消 包括修正錯誤、重寫 容 以及核對通用工具所 生的結果 導致 大的潛在價 未被充分發揮。

研究報告《[超越生 力 重新定義人工智能的商業價](#)》指出 香港領先企業與其他企業之間的關鍵差異 在於成功的企業不會止 於部署 AI 而是善用 AI 所節省的時間 重新投放於人才發展。透過提升員工技能、重塑工作 以及優化工作模式 這些企業得以把效率提升轉化為可持續的業務成效。

Workday 品及科技總裁Gerrit Kazmaier表示 「許多AI工具將可信性、準確性 以及重複性等難題轉嫁給用 。Workday多年來致力提供簡單易用、以人為本的 AI解決方案 而非純粹的技術工具 讓客 無需自行整合或逐一核實答案。我們的理念是 AI 應該在後台處理複雜工作 讓人專注於判斷、創造與連結。這正是企業將 AI帶來的速度優勢 轉化為持久、以人為本的競爭優勢。」

AI的生力悖論

AI能顯著節省時間，但所提高效率並不一定能轉化為更佳成果。雖然高達92%本地員工表示，週可借助AI節省一至七小時，但相當一部分時間卻被用於修訂質素參差的AI生成內容，造成生力及投資回報率提升的假象。AI雖能提升能力，但未能與時並進的職位、技能以及工作流程，往往窒礙將其轉化為更佳成果。

全球及香港重點調查結果顯示

- **逾半 58%** 香港員工週平均花費一至兩小時修正、重寫及核對通用 AI 工具的生成結果。僅三成員工能持續獲得質素良好、幾乎無需修正的 AI 生成內容。
- **頻繁使用者承受最大壓力** 全球日使用 AI 的員工普遍持正面態度，超過九成受訪者認為 AI 將助他們取得成功。然而，他們同時承受最大負擔，77% 表示核對 AI 生成內容時的嚴謹程度不亞於甚至超出核對人工工作。
- **年輕員工負擔最重** 全球處理最多 AI 後續修訂工作的員工中，近半數 46% 屬 25 至 34 的員工。雖然他們被視為最精通科技的一群，卻花費最多時間檢核和修正 AI 出。
- **培訓缺口仍然存在** 雖然 64% 的香港管理層將技能培訓列為首要重點，但處理最多 AI 後續修訂工作的員工中，僅 38% 表示能獲得相關培訓，顯示管理層理念與員工體驗存在明顯落差。
- **職位設計未能配合 AI 發展** 在香港，大部分企業 88% 中，不足一半的職位能配合 AI 能力的發展。本地員工仍在 2015 年的工作架構中使用 2025 年的工具，需要再加快出的同時，應對尚未同調整的流程或系統。

將AI帶來的效益重新投放於員工發展

大多數本港企業認同 AI 帶來的效益應惠及員工，惟目前相關資源的再投放仍未完全到位。相比 28% 本地企業將 AI 節省的資源投放於人才發展，多達 41% 企業更傾向將其投放於科技。此外，有 18% 企業未有將 AI 節省的時間用於培訓員工技能，而是加其工作量，讓員工自行摸索 AI。

而真正獲得回報的全球企業則做出不同選擇。在這些企業中，相比承擔更多工作，透過 AI 獲益的員工更大機會能利用節省的時間提升工作價，例如進行更深入的分析、作出更明智的決策及進行策略性思考 57%。他們亦更有可能獲得額外的技能培訓 79%。

Workday 大中華區總經理湛致遠表示：「我們觀察到本港企業在採用 AI 方面愈趨成熟，但不少企業仍未能充分發揮其價值。踏入 2026 年，企業部署 AI 的重點必須從部署轉向可量化的業務增長。這意味企業需要投資合適的工具和能力，助員工提升技能、加強 AI 應用，並將生力提升轉化為支援企業長遠發展的具體成果。」

能徹底發揮 AI 價值的企業傾向視節省的時間為策略資源，並將其再投資於提升員工技能、改善協作及強化判斷導向的工作。當中最大機遇在於協助員工學習如何有效運用 AI，尤其在需要判斷、創新及決策的領域。研究反映將 AI 節省的成本重新投放於人才發展是減少 AI 後續修訂工作、改善成果，並將 AI 效率轉化為持久商業價值的最快途徑。

補充資料

- [按此](#)下載《超越生力：重新定義人工智能的商業價值》調查報告
- [按此](#)了解《發揮人類潛能：人工智能技能革命》調查報告

關於此報告

研究數據來自《超越生力：重新定義人工智能的商業價值》全球調查，由 Workday 委託 Hanover Research 於 2025 年 11 月進行。研究訪問來自亞太區、北美洲以及歐洲、中東及非洲共 3,200 名受訪者。所有受訪者均為年收入超過 1 億美元的企業的全職員工，且均為 AI 活躍使用者。

關於 Workday

[Workday](#) 為企業人力資源、財務及代理的人工智能管理平台。Workday 以人工智能技術為核心，整合人力資源及財務至統一智能平台，為各階層人員提供所需的清晰見解與信心，助其迅速適應變化、作出更明智決策，並推動業務發展。全球至今已有逾 11,000 間來自各行各業的企業使用 Workday，包括中型企業、以至超過 65% 的 Fortune 500 強的企業機構。如欲了解更多有關 Workday 的資訊，請瀏覽 workday.com/en-hk/。

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本新聞稿包含前瞻性陳述，其中包括有關 Workday 的計劃、信念和期望的陳述。這些前瞻性陳述基於當前可用的信息以及 Workday 當前的信念、預期和假設。由於前瞻性陳述與未來有關，它們與風險、不確定性、假設相關。這些風險、不確定因素和假設很難預測，其中許多不在 Workday 的控制範圍之內。如果風險成為現實，假設被證明是不正確，或者業務環境發生變化，實際結果可能與這些前瞻性陳述所暗示的結果大不相同。除法律要求外，Workday 沒有義務更新任何此類陳述。本文中引用的任何未發布的服務、特性或功能可能會更改，及可能不會按計劃交付或根本無法交付。客戶應僅根據當前可用的服務、特性和功能做出購買決定。

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