

Hong Kong Organisations Embrace AI agents Amid Trust Concerns, Workday Research Finds

HONG KONG – September 11, 2025 — [Workday, Inc.](#) (NASDAQ: WDAY), the AI platform for managing [people](#), [money](#), and [agents](#), today released the Hong Kong findings from its latest global research [AI Agents Are Here – But Don't Call Them Boss](#) showing that while AI agents are gaining ground in the workplace, Hong Kong employees still want clear boundaries. The study reveals that 81% of workers are comfortable teaming up with AI agents—but only 24% say they are comfortable being managed by one. This signals a key challenge for local businesses: how to embrace the power of AI without losing the human touch.

The research underscores that while widespread optimism is driving the rapid adoption of AI agents – 85% of Hong Kong businesses 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 Hong Kong findings from the report include:

- **AI as Co-Pilot, Not Commander:** 81% of the respondents in Hong Kong are highly comfortable with AI agents working alongside them and recommending new skills—but only 24% are comfortable with an AI agent managing them. A mere 19% 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 only 13% of respondents in Hong Kong 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.
- **The Double-Edged Sword of AI Productivity:** Most of the Hong Kong employees (97%) believe AI agents will help them get more done and drive innovation (86%), but many are also concerned that these productivity gains will lead to a decline in critical thinking (60%), increased pressure (46%), and less human interaction (46%). This highlights the need for thoughtful implementation that prioritises employee well-being.
- **Distinct Roles for Agents and Humans:** Although a majority of Hong Kong workers (70%) see agents as important teammates, only 37% view agents as full members of the workforce, highlighting ongoing reservations about fully integrating AI into core decision-making roles. Trust in AI also depends on the task; it’s highest for IT support and skills development and lowest for sensitive areas like finance and legal matters, underscoring the need for human oversight and accountability in shaping the future integration of AI agents across local organisations.
- **Finance Sees Big Potential:** With the industry facing a shortage of CPAs and finance professionals, 78% of finance workers in Hong Kong believe AI agents will help close the gap and only 9% are worried about job loss. The top uses for AI agents in Finance among Hong Kong businesses include forecasting and budgeting (43%), tax preparation and compliance (30%), and audit support (30%).
- **Leading Barriers to AI Agent Adoption:** Ethical risks, including bias, discrimination, or misuse, are viewed as the biggest risk of introducing AI agents by 42% of respondents, with security and privacy issues following at 36%. These concerns are seen as more pressing than technical limitations or cost, underscoring the importance of trust, transparency, and responsible oversight in successful AI integration.

“We are pleased to see Hong Kong businesses embracing the potential of AI agents to scale operations,” said Daniel Cham, general manager for Workday Greater China. “As AI agents evolve from tools into strategic digital partners, they are poised to fundamentally reshape the way we work. To fully realise the potential of human-AI collaboration it’s essential that businesses prioritise transparency and responsible oversight—ensuring trust, ethical use, and data security remain at the core of every deployment. At Workday, we are committed to helping organisations in Hong Kong drive operational excellence through our unified, trusted platform, ensuring the ethical use of AI and empowering them to move forward with confidence.”

This research underscores a crucial path forward: to harness the potential of AI, organisations 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: APAC (n=1,031), North America (n=706), 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 65% of the Fortune 500. For more information about Workday, visit workday.com/en-hk.

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