

Gen Z and Millennials Embrace AI, Just Don't Ask Them to Tell the Boss

New Cox Business survey reveals many use AI tools at work but are nervous to admit it

ATLANTA, Aug. 5, 2025 /PRNewswire/ -- For digital natives like Gen Z and Millennials, AI usage has become commonplace in their lives, especially at work. From summarizing meeting notes and brainstorming ideas to coding, new research from Cox Business shows that both generational cohorts are regularly using AI agents to support their productivity at work. However, about half are hesitant to disclose how much of their work is produced by AI.

Why it Matters

Fear of job loss is a key catalyst for keeping AI use a secret at work. Forty-seven percent of Gen Z and Millennial employees are concerned that AI could replace their jobs. Another growing issue is familiarity with company AI policies. Thirty percent of Gen Z and Millennial employees are either unfamiliar with, or claim their company has no defined policy or guidelines.

AI isn't the only technology in the workplace shadows. Sixty-three percent of survey respondents report using personal apps or software for work purposes. Unchecked, this could create a significant security risk for organizations.

Go Deeper

Nearly 70% of Gen Z and Millennial employees say they feel overwhelmed by the number of technology tools provided by work. Sixty-five percent say they are more familiar with their personal tools than those offered by their company, and believe they are both faster and easier to use.

Both groups would like the opportunity to provide input. Only 16% feel they have some significant influence in recommending or selecting workplace technology tools.

"Our survey highlights valuable insights into how organizations can better align with the expectations of their younger employees," said Jeff Breaux, executive vice president and chief commercial officer for Cox Communications. "This presents a tremendous opportunity for companies and their IT teams to enhance their strategies around tech investment, rollouts, training, and policies; ensuring they meet the evolving needs of a workforce that is rapidly becoming the majority."

To explore the full findings of the Cox Business Workplace Technology Survey, visit <http://coxblue.com/workplace-tech-survey>.

About the 2025 Workplace Technology Survey by Cox Business

Cox Business commissioned a blind survey in May of 2025 to understand how Gen Z and Millennial employees are currently using workplace technology and AI, their preferences and emerging trends shaping the future of these tools. Respondents to the online survey included a total of 1,007 Gen Z and Millennial American employees. The margin of error for this survey is +/- 3%.

About Cox Communications

Cox Communications is committed to creating meaningful moments of human connection through technology. As the largest private broadband company in America, we own network infrastructure that reaches more than 30 states. Our fiber-powered wireline and wireless connections are available to more than 12 million homes and businesses and support advanced cloud and managed IT services nationwide. We're the largest division of Cox Enterprises, a family-owned business founded in 1898 by Governor James M. Cox that is dedicated to empowering others to build a better future for the next generation.

Through Cox Business, Hospitality Network, RapidScale and Segra, Cox Communications provides a broad commercial services portfolio including advanced cloud, managed IT and fiber-based network solutions that create connected environments, unique hospitality experiences and support operational applications for nearly 370,000 businesses.



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