Seksaria Knowledge Partners

Assessment, Consulting & Capability Building

AI@Work

AI can work alongside employees - but will it work without them?

What Assessment Gives

- Map Adoption: Reveal AI usage across functions, roles, levels and locations.
- Measure Wellbeing: Assess Autonomy, Future Security, Connection, Trust and Support.
- Identify Personas: From AI Champions to Disconnected Sceptics.
- Personalise Action: Deliver individual dashboards and targeted priorities.
- Track Impact: Close gaps and measure progress over time
- AI adoption is about people, not just technology.

The assessment approach is developed in collaboration with

Dr Frank Siedlok
Senior Lecturer in Strategy,
University of St Andrews Business School, UK

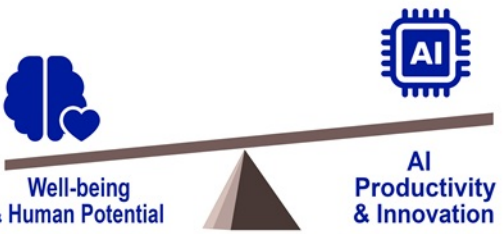
Dr Swapnesh Masrani
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AI@Work:

Adaption, Impact & Employee Wellbeing Assessment



AI can work alongside employees – but will it work without them?

A – ASSESS AI Deployment
- AI Adoption
- Employee Profile
- Employee Experience

D – DISCOVER Impact
- Impact & Challenges
- Technology Use

A – ADAPT Wellbeing
- Competency
- Autonomy
- Future Security
- Connection
- Trust & Support

P – PLAN & ACT
- AI Skills & Reskilling
- Team Support
- Work & Role Redesign
- Employee Voice
- Fair & Responsible AI

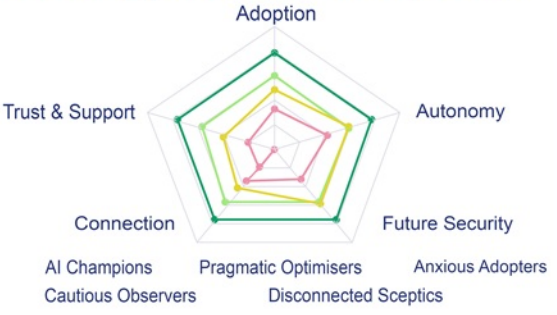
T – TRACK IMPACT
- AI Adoption
- Employee Experience
- Impact Areas
- Action Areas
- Better Work Outcomes



5 Dominant Persona

AI Champions	Pragmatic Optimisers	Anxious Adopters	Cautious Observers	Disconnected Sceptics
14%	24%	17%	27%	17%
105 people	179 people	129 people	206 people	131 people

Wellbeing profile by persona (0–100)



Four actions to close the gaps

- Publish AI policy
- Skill up beginner and basic users
- Make career paths visible
- Build an AI Champions network

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AI@Work:

Adaption, Impact & Employee Wellbeing Assessment

Well-being & Human Potential

AI Productivity & Innovation

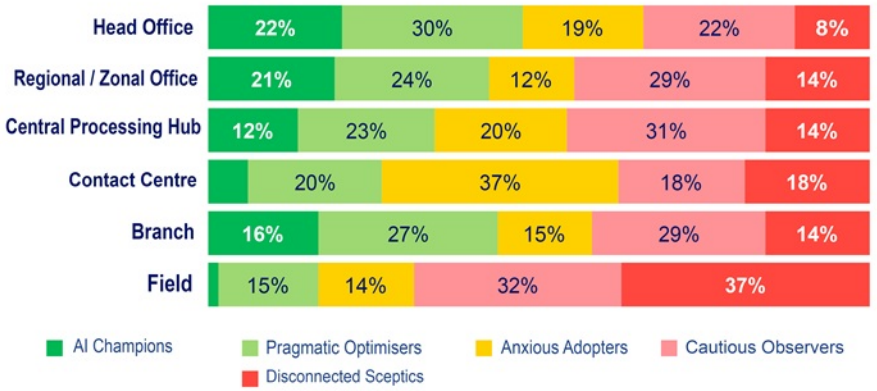


AI Adoption, Effectiveness & Wellbeing Dashboard

RESPONDENTS	WOMEN	AVERAGE AGE	CAMPUS HIRES
750	**20.4%**	**34.8**	**14%**
across 10 functions	*vs 10.3% previous year*	*Gen Z: 33%*	*Branch / field-based: 47%*
AI WELLBEING INDEX	**STRONGEST DRIVER**	**WEAKEST DRIVER**	**AI ADOPTION INDEX**
47.7	**Connection**	**Trust & Support**	**48.3**
average of 4 drivers (0–100)	*60.8 / 100*	*37.8 / 100*	*highest: IT & Digital*
USE AI OFTEN / VERY OFTEN	**SAVE 5+ HRS / WEEK**	**EFFECTIVENESS UP SIGNIFICANTLY**	**AI CHAMPIONS**
52%	**29%**	**46%**	**14%**
share of work involving AI (Q1)	*time saved through AI (Q7)*	*change in effectiveness (Q8)*	*Disconnected Sceptics: 17%*

Adoption is ahead of wellbeing: half the workforce uses AI often, yet Trust & Support (38) and Future Security (43) are the weakest drivers – and only 13% say AI training is adequate.

Persona Mix by Work Location



Key Insights

Head Office and Regional / Zonal Offices lead, with about 1 in 5 AI Champions: Head Office also has the highest adoption (59/100).

The Field is the main concern: 37% are Disconnected Sceptics and almost none are Champions.

Contact Centre has the most Anxious Adopters (37%) – high use, low job security.

Individual Employee Dashboard

Overall status

WATCH

Wellbeing Index 58 / 100

RSP-0196
Contact Centre & Service
L2 – Asst. / Deputy Manager
Persona: Pragmatic Optimiser



Status bands: Healthy 70+, Watch 50–69, At Risk below 50. Example respondent from the simulated dataset.

PRIORITY ACTION

- ✓ Clarify how the role will evolve as AI takes on routine contact-centre work
- ✓ Involve the employee in workflow redesign to restore a sense of control
- ✓ Strengthen AI upskilling and point to where concerns can be raised

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Seksaria Knowledge Partners
Assessment, Consulting & Capability Building

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03 **Advance Analytics**

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07 **Responsible AI**

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