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AI and Chat Use: Lessons Learned

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Agenda (long)

- Introduction
- 'Cheat' GPT
- Benefits of AI?
- AI Language and Translation



Introduction

This study was conducted through a web-based survey among Canadians aged 18 and older. A total of 1,700 respondents completed the survey, including a booster sample of 200 individuals with an immigration background. The base sample of 1,500 respondents was distributed to reflect the general Canadian population, while the additional 200 respondents allowed for more robust analysis of immigrant populations.

Respondents were randomly selected from Leger's online panel and invited to participate via email. The questionnaire was available in both English and French. Fieldwork for this study took place from April 14 to April 27, 2026.

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The opinions and interpretations in this presentation are those of the authors and do not necessarily reflect those of the Government of Canada.

Almost half of Canadians are using AI tools (e.g. ChatGPT or Copilot) at least weekly and the figure rises to 60% for persons under 45 years of age

How often do you use AI tools (e.g., ChatGPT or Copilot)?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
(NET) User (1-2)	45%	69%	62%	60%	42%	37%	24%	13%
Daily	19%	26%	26%	34%	18%	14%	8%	5%
Weekly	25%	43%	36%	26%	24%	23%	16%	8%
Rarely	26%	21%	24%	21%	31%	28%	28%	25%
Never	28%	9%	14%	17%	24%	33%	47%	58%
Don't know / Prefer not to respond	2%	1%	1%	1%	2%	2%	2%	4%

Immigrants are far more likely than non-immigrants to use AI tools (e.g. ChatGPT or Copilot)

	Canadian nationality		Newcomers		Interactions with people who primarily speak a different language (Q12)		Frequency of interactions with people who primarily speak a different language (Q12)					
	Yes	No	Yes	No	Yes	No	Daily	Multiple times a week	A few times a month	Every other while	Never	
How often do you use AI tools (e.g., ChatGPT or Copilot)?												
(NET) User (1-2)	42%	53%	77%	45%		48%	29%	52%	59%	47%	39%	29%
Daily	17%	28%	43%	23%		21%	12%	29%	27%	16%	15%	12%
Weekly	25%	25%	34%	22%		27%	17%	23%	32%	31%	24%	17%
Rarely	26%	25%	16%	29%		26%	29%	26%	22%	21%	30%	29%
Never	30%	20%	6%	25%		25%	39%	21%	18%	31%	29%	39%
Don't know / Prefer not to respond	2%	2%	1%	2%		1%	3%	1%	1%	0%	1%	3%

Persons at school and the most educated are most likely to use AI tools (e.g. ChatGPT or Copilot)

	Primary work setting			Education			Situation		
How often do you use AI tools (e.g., ChatGPT or Copilot)?	In-person	Hybrid	Fully remote	Elem/high	College	University	Work	School	Other
(NET) User (1-2)	49%	68%	65%	38%	37%	60%	52%	68%	29%
Daily	20%	31%	32%	14%	13%	32%	24%	26%	11%
Weekly	29%	37%	33%	24%	24%	28%	28%	42%	18%
Rarely	26%	23%	21%	25%	28%	23%	26%	16%	27%
Never	24%	8%	14%	35%	32%	15%	20%	14%	42%
Don't know / Prefer not to respond	2%	1%	0%	2%	2%	1%	1%	1%	2%

Persons at school and the most educated are most likely to use AI tools (e.g. ChatGPT or Copilot)

	Primary work setting			Education			Situation		
How often do you use AI tools (e.g., ChatGPT or Copilot)? (NET) User (1-2)	In-person	Hybrid	Fully remote	Elem/high	College	University	Work	School	Other
Daily	49%	68%	65%	38%	37%	60%	52%	68%	29%
Weekly	20%	31%	32%	14%	13%	32%	24%	26%	11%
Rarely	29%	37%	33%	24%	24%	28%	28%	42%	18%
Never	26%	23%	21%	25%	28%	23%	26%	16%	27%
Don't know / Prefer not to respond	24%	8%	14%	35%	32%	15%	20%	14%	42%
	2%	1%	0%	2%	2%	1%	1%	1%	2%

Amongst Canadians using Chatgpt or similar some 28% say AI does most of the work, and another 20% say it does about half the work.

When using ChatGPT or similar AI tools, how would you describe the division of work?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
AI does almost all the work	9%	12%	11%	11%	7%	4%	5%	10%
AI does most of the work	16%	17%	18%	17%	12%	15%	18%	13%
AI and I contribute about equally	18%	23%	22%	16%	18%	16%	17%	12%
I do most of the work, AI assists	27%	34%	21%	34%	30%	26%	14%	20%
I do almost all the work (minimal AI assistance)	30%	13%	28%	22%	33%	38%	45%	46%

When generative AI produces most or part of the final answer a majority of Canadians think it's cheating and that's especially the case for the younger respondents. However when it generates ideas or edits or improves your work one in four regard it as cheating

To what extent do you consider the following uses of ChatGPT to be "cheating"?	Total	18-24	25-34	35-44	45-54	55-64	65-74
Generating ideas only	27%	34%	31%	31%	27%	27%	21%
Editing or improving your work	27%	33%	30%	22%	29%	27%	28%
Producing part of the final answer	51%	68%	52%	47%	58%	48%	48%
Producing most of the final answer	64%	79%	70%	59%	71%	64%	56%

When I use ChatGPT or similar AI at work or school I acknowledge that I am using it in the document

When I use ChatGPT or similar AI at work or school I acknowledge that I am using it in the document	Total	18-24	25-34	35-44	45-54	55-64	65-74
Yes	32%	45%	44%	36%	30%	31%	15%
No	34%	34%	39%	43%	37%	30%	26%
I don't know	34%	20%	17%	21%	32%	39%	59%

When I use ChatGPT or similar AI at work or school I acknowledge that I am using it in the document

When my colleagues use ChatGPT or similar AI at work or school they acknowledge that they are using it in the document	Total	18-24	25-34	35-44	45-54	55-64	65-74
Yes	32%	29%	28%	25%	14%	10%	3%
No	34%	37%	45%	35%	33%	24%	17%
I don't know	34%	34%	27%	40%	52%	66%	80%

Some three in four Canadians believe that when it comes to using AI for schoolwork or academic assignments we should be required to disclose its use. For work related tasks that view is held by some six in ten Canadians

When using ChatGPT or similar AI tools, should users be required to disclose that they are doing so in the following contexts?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
Schoolwork / academic assignments	75%	71%	70%	70%	81%	76%	81%	77%
Work-related tasks -	61%	56%	54%	54%	64%	63%	72%	68%

One in five Canadians say they know someone who they say are cheating in their use of AI and that percentage rises to 54% for the 18-24 cohort

Do you personally know someone whose use of ChatGPT or similar AI tools you consider to be cheating?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
Yes	21%	54%	34%	19%	18%	14%	6%	6%
No	64%	31%	48%	64%	63%	69%	84%	85%
Not sure	15%	15%	18%	17%	20%	17%	10%	9%

One in three Canadians trust the accuracy of AI most of the time and another third half the time. Trust is highest in the 18-24 cohort with nearly 80% saying they trust it at least half the time

How much do you trust the accuracy of information provided by ChatGPT or similar AI tools?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
(NET) Trust it (1,2)	33%	38%	39%	34%	29%	29%	28%	28%
Trust it completely	4%	8%	7%	3%	3%	2%	1%	0%
Trust it most of the time	29%	30%	33%	31%	26%	27%	28%	28%
Trust it about half the time	36%	41%	34%	38%	38%	34%	27%	33%
(NET) Trust it a little/Not at all (4,5)	31%	21%	27%	28%	33%	37%	44%	39%
Trust it a little	26%	19%	21%	22%	24%	34%	34%	30%
Do not trust it at all	6%	2%	6%	5%	9%	4%	10%	10%

One in three Canadians saying they're becoming increasingly dependent on AI, while a majority of Canadians under 25 say they are increasingly dependent

To what extent do you feel you are becoming dependent on ChatGPT or similar AI tools?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
(NET) More dependent (1,2)	34%	52%	41%	40%	27%	25%	21%	13%
Much more dependent than before	7%	10%	11%	11%	6%	2%	3%	2%
Somewhat more dependent	27%	42%	30%	29%	21%	23%	18%	11%
About the same as before	31%	30%	32%	33%	31%	32%	24%	29%
(NET) Less dependent/Not at all (4,5)	35%	18%	27%	27%	42%	43%	55%	58%
Less dependent than before	5%	6%	5%	5%	5%	4%	4%	2%
Not dependent at all	31%	12%	21%	22%	37%	39%	51%	56%

Most Canadians believe the rules are not clear when it comes to the use of AI, but there is an important generational divide on that question with most of the 18-24 cohort saying that the rules are clear

How clear do you think current rules are regarding the use of ChatGPT or similar AI tools?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
(NET) Clear (1,2)	20%	45%	33%	21%	18%	11%	8%	5%
Very clear	5%	10%	9%	7%	4%	3%	2%	0%
Somewhat clear	15%	36%	24%	14%	13%	8%	6%	5%
Neither clear nor unclear	18%	22%	21%	22%	20%	15%	15%	13%
(NET) Unclear (4,5)	47%	26%	35%	50%	50%	58%	51%	55%
Somewhat unclear	19%	15%	20%	21%	19%	24%	16%	20%
Very unclear	28%	11%	15%	29%	32%	34%	35%	35%
Don't know / Prefer not to respond	15%	7%	11%	7%	12%	16%	26%	27%

The majority of Canadians think that AI generates both benefits and risks. But there is a generational divide amongst other respondents with the youngest cohort seeing more benefits and the older more harms

Overall, how would you describe your view of ChatGPT or similar AI use?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
Mostly beneficial	17%	24%	23%	23%	15%	17%	8%	7%
Mixed (both benefits and risks)	65%	58%	60%	63%	69%	65%	68%	68%
Mostly harmful	18%	17%	18%	14%	16%	18%	23%	24%

Some 70% of Canadians saying they use AI to do almost all of the work think users should be required to disclose it. Amongst those using it to a lesser extent, most feel its use should be disclosed but there a significant minority that feel otherwise.

Work-related tasks - When using ChatGPT or similar AI tools, should users be required to disclose that they are doing so in the following contexts?	Q4: When using ChatGPT or similar AI tools, how would you describe the division of work?				
	AI does almost all the work	AI does most of the work	AI and I contribute about equally	I do most of the work, AI assists	I do almost all the work (minimal AI assistance)
Yes	71.4%	50.8%	52.5%	54.9%	61.9%
No	20.0%	34.7%	30.8%	33.5%	21.8%
Not sure	8.6%	14.5%	16.7%	11.6%	16.3%
	100.0%	100.0%	100.0%	100.0%	100.0%

Degree of use of AI has little impact on opinion about disclosure

Schoolwork / academic assignments - When using ChatGPT or similar AI tools, should users be required to disclose that they are doing so in the following contexts?	When using ChatGPT or similar AI tools, how would you describe the division of work?					
	AI does almost all the work	AI does most of the work	AI and I contribute about equally	I do most of the work, AI assists	I do almost all the work (minimal AI assistance)	
	Yes	69%	71%	72%	75%	78%
	No	24%	20%	18%	17%	12%
Not sure	7%	9%	10%	8%	10%	
	100.0%	100.0%	100.0%	100.0%	100.0%	

'Cheat' GPT

Do you personally know someone whose use of ChatGPT or similar AI tools you consider to be cheating?

Q4: When using ChatGPT or similar AI tools, how would you describe the division of work?

	AI does almost all the work	AI does most of the work	AI and I contribute about equally	I do most of the work, AI assists	I do almost all the work (minimal AI assistance)
Yes	33%	24%	28%	28%	14%
No	54%	61%	59%	57%	68%
Not sure	13%	15%	13%	15%	18%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

When it comes to AI editing or improving your work, amongst those for whom AI does almost all the work some one in three regard it as either definitely or probably cheating

Editing or improving your work - To what extent do you consider the following uses of ChatGPT to be “cheating”?	Q4: When using ChatGPT or similar AI tools, how would you describe the division of work?				
	AI does almost all the work	AI does most of the work	AI and I contribute about equally	I do most of the work, AI assists	I do almost all the work (minimal AI assistance)
Definitely cheating	12%	6%	3%	2%	8%
Probably cheating	22%	22%	14%	14%	19%
Not sure	26%	18%	19%	15%	23%
Probably not cheating	21%	32%	35%	42%	34%
Definitely not cheating	19%	22%	29%	26%	16%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

When it comes to generating ideas only those using generative AI all the time are most likely to think it's definitely or probably cheating though the majority don't think so

Generating ideas only - To what extent do you consider the following uses of ChatGPT to be "cheating"?	Q4: When using ChatGPT or similar AI tools, how would you describe the division of work?				
	AI does almost all the work	AI does most of the work	AI and I contribute about equally	I do most of the work, AI assists	I do almost all the work (minimal AI assistance)
Definitely cheating	9%	6%	4%	7%	12%
Probably cheating	32%	19%	18%	13%	15%
Not sure	14%	24%	25%	21%	30%
Probably not cheating	23%	31%	28%	38%	29%
Definitely not cheating	22%	19%	25%	22%	14%
	100.0%	100.0%	100.0%	100.0%	100.0%

Where AI produces the final answer some 60-70% feel it's definitely or probably cheating independent of the degree of use of AI

Producing most of the final answer - To what extent do you consider the following uses of ChatGPT to be "cheating"?	Q4: When using ChatGPT or similar AI tools, how would you describe the division of work?				
	AI does almost all the work	AI does most of the work	AI and I contribute about equally	I do most of the work, AI assists	I do almost all the work (minimal AI assistance)
Definitely cheating	41.0%	32.1%	33.2%	44.7%	50.0%
Probably cheating	17.1%	31.6%	24.5%	21.9%	20.4%
Not sure	21.9%	14.5%	19.1%	15.0%	17.4%
Probably not cheating	9.5%	11.9%	15.0%	12.2%	6.9%
Definitely not cheating	10.5%	9.8%	8.2%	6.3%	5.2%
Total	100.0%	100.0%	100.0%	100.0%	100.0%

Benefits of AI?

Greater use of AI results in it yielding greater perceived benefits

How often do you use AI tools (e.g., ChatGPT or Copilot)?	Overall, how would you describe your view of ChatGPT or similar AI use?		
	Mostly beneficial	Mixed (both benefits and risks)	Mostly harmful
Daily	49%	16%	2%
Weekly	34%	29%	5%
Rarely	13%	28%	30%
Never	3%	25%	62%
Don't know / Prefer not to respond		2%	1%
Total	100%	100%	100%

Amongst those who see AI use as most beneficial over one in four say they know someone whose use constitutes cheating

Do you personally know someone whose use of ChatGPT or similar AI tools you consider to be cheating?	Overall, how would you describe your view of ChatGPT or similar AI use?		
	Mostly beneficial	Mixed (both benefits and risks)	Mostly harmful
Yes	27%	19%	23%
No	65%	64%	60%
Not sure	8%	17%	17%
Total	100%	100%	100%

Those who view use of AI as mostly beneficial are those who get it to do most or all of the work

	Overall, how would you describe your view of ChatGPT or similar AI use		
	Mostly beneficial	Mixed (both benefits and risks)	Mostly harmful
AI does almost all the work	17%	6%	4%
AI does most of the work	25%	15%	4%
AI and I contribute about equally	20%	19%	5%
I do most of the work, AI assists	22%	29%	22%
I do almost all the work (minimal AI assistance)	16%	31%	65%
Total	100.0%	100.0%	100.0%

Those who see AI as most beneficial are more likely to believe that the rules for using it are clear, but overall remain split on the issue

How clear do you think current rules are regarding the use of ChatGPT or similar AI tools?	Overall, how would you describe your view of ChatGPT or similar AI use		
	Mostly beneficial	Mixed (both benefits and risks)	Mostly harmful
Very clear	14%	4%	2%
Somewhat clear	23%	15%	5%
Neither clear nor unclear	22%	20%	10%
Somewhat unclear	19%	20%	15%
Very unclear	14%	26%	47%
Don't know / Prefer not to respond	8%	15%	21%
Total	100%	100%	100%

AI Language and Translation

By more than a two to one ratio, Canadians believe that using AI for translation improves language learning and for learning about new subjects that aren't about

	AI translation helps me understand English or French better	AI translation supports my language learning	AI translation supports me with learning new subjects that are not about language
(NET) Agree (1,2)	43%	42%	40%
Strongly agree	10%	10%	10%
Somewhat agree	33%	32%	29%
Neutral	23%	23%	24%
(NET) Disagree (4,5)	18%	16%	19%
Somewhat disagree	9%	9%	9%
Strongly disagree	9%	8%	9%
Not applicable	11%	14%	14%
Don't know / Prefer not to respond	5%	4%	4%

Persons whose first language is neither English nor French are more likely to agree that AI translation supports language learning

Please indicate your level of agreement with the following % NET AGREE (1,2)	Total	English	French	Other
AI translation helps me understand English or French better	43%	41%	47%	52%
AI translation supports my language learning	42%	42%	41%	55%
AI translation supports me with learning new subjects that are not about language	40%	42%	30%	50%

A plurality of AI users say that it increases their confidence in communicating and over one in five say they rely on AI translation rather than communicating independently

Please indicate your level of agreement with the following % NET AGREE (1,2)	AI translation increases my confidence in communicating	I rely on AI translation instead of communicating independently
(NET) Agree (1,2)	43%	22%
Strongly agree	11%	5%
Somewhat agree	32%	17%
Neutral	24%	20%
(NET) Disagree (4,5)	20%	44%
Somewhat disagree	11%	19%
Strongly disagree	9%	25%
Not applicable	10%	11%
Don't know / Prefer not to respond	3%	3%

A plurality of Canadians have had formal language training and that is more common for the youngest cohort than others

I have had formal language training (e.g., from schools or community organizations) -	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
(NET) Agree (1,2)	43%	57%	47%	45%	46%	37%	34%	36%
Strongly agree	21%	21%	25%	21%	21%	19%	17%	21%
Somewhat agree	22%	36%	22%	24%	25%	18%	18%	15%
Neutral	12%	13%	14%	18%	9%	10%	9%	12%
(NET) Disagree (4,5)	20%	18%	19%	18%	22%	23%	21%	18%
Somewhat disagree	7%	11%	6%	7%	9%	6%	6%	4%
Strongly disagree	13%	7%	12%	11%	13%	17%	15%	13%
Not applicable	21%	5%	16%	14%	21%	27%	32%	31%
Don't know / Prefer not to respond	4%	7%	5%	5%	2%	3%	4%	4%

Persons whose first language is neither French nor English are far more likely to have had formal language training than official language groups

I have had formal language training (e.g., from schools or community organizations)	Total	English	French	Other
(NET) Agree (1,2)	43%	44%	35%	62%
Strongly agree	21%	21%	17%	28%
Somewhat agree	22%	23%	18%	33%
Neutral	12%	13%	8%	9%
(NET) Disagree (4,5)	20%	20%	24%	8%
Somewhat disagree	7%	8%	7%	2%
Strongly disagree	13%	12%	17%	6%
Not applicable	21%	19%	28%	19%
Don't know / Prefer not to respond	4%	4%	5%	2%

Over one in three Canadians agree that AI translation improves their job performance, reduces misunderstandings at work and some 30% agree that without AI tools they would face more barriers at work

	AI translation improves my job performance	AI translation reduces misunderstandings at work	Without AI tools, I would face more barriers at work
(NET) Agree (1,2)	35%	37%	29%
Strongly agree	10%	10%	8%
Somewhat agree	25%	28%	20%
Neutral	24%	25%	20%
(NET) Disagree (4,5)	23%	20%	40%
Somewhat disagree	11%	13%	19%
Strongly disagree	12%	7%	21%
Not applicable	15%	12%	8%
Don't know / Prefer not to respond	3%	6%	4%

Persons whose first language is neither French nor English are more likely to agree that AI translation improves their job performance, reduces misunderstandings at work and some 30% agree that without AI tools they would face more barriers at work

Please indicate your level of agreement with the following : (SUMMARY % NET AGREE (1,2)) -	Total	English	French	Other
AI translation improves my job performance	35%	36%	30%	39%
AI translation reduces misunderstandings at work	37%	39%	28%	53%
Without AI tools, I would face more barriers at work	29%	31%	21%	34%

A majority of Canadians agree that AI translation helps remove language barriers overall, improves language skills and a plurality believe it improves vocabulary

	AI translation helps me learn professional vocabulary	Translation tools help improve my language skills	AI translation helps remove language barriers overall
(NET) Agree (1,2)	42%	53%	55%
Strongly agree	10%	12%	14%
Somewhat agree	32%	41%	41%
Neutral	23%	23%	22%
(NET) Disagree (4,5)	20%	13%	13%
Somewhat disagree	10%	7%	7%
Strongly disagree	10%	6%	6%
Not applicable	11%	8%	6%
Don't know / Prefer not to respond	5%	3%	5%

Perhaps whose first language is neither French nor English are most likely to agree that AI translation helps remove language barriers overall, improves language skills and a plurality believe it improves vocabulary; francophones also report to a considerable degree that translation tools improve their language skills

Please indicate your level of agreement with the following (Summar % Net Agree (1,2))	Total	English	French	Other
AI translation helps me learn professional vocabulary	42%	39%	43%	63%
Translation tools help improve my language skills	53%	49%	61%	63%
AI translation helps remove language barriers overall	55%	54%	56%	61%

Frequency of AI use is a key predictor to the view that remote work increases access to job opportunities

		AI Use		AI Use frequency		
Remote work increases access to job opportunities	Total	Yes	No	Daily	Weekly	Rarely
(NET) Agree (1,2)	48%	52%	39%	62%	53%	42%
Strongly agree	20%	23%	13%	31%	21%	19%
Somewhat agree	28%	29%	25%	32%	32%	24%
Neutral	20%	20%	20%	16%	21%	22%
(NET) Disagree (4,5)	12%	11%	13%	10%	11%	12%
Somewhat disagree	7%	7%	7%	7%	7%	6%
Strongly disagree	5%	4%	6%	3%	4%	6%
Not applicable	12%	11%	16%	7%	9%	15%
Don't know / Prefer not to respond	9%	7%	11%	5%	6%	9%

Those working hybrid or fully remote as well as those persons interacting outside their language group are more likely to agree that remote work increases job opportunities

		Interactions with people who primarily speak a different language	
Remote work increases access to job opportunities	Total	Yes	No
(NET) Agree (1,2)	48%	51%	36%
Strongly agree	20%	21%	16%
Somewhat agree	28%	30%	20%
Neutral	20%	20%	18%
(NET) Disagree (4,5)	12%	12%	9%
Somewhat disagree	7%	7%	6%
Strongly disagree	5%	5%	3%
Not applicable	12%	10%	24%
Don't know / Prefer not to respond	9%	7%	13%

Youngest and Oldest cohorts trust human translation far more than AI

Which do you trust more for translation	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
Human translator	42%	50%	41%	36%	42%	36%	45%	51%
AI translation tool	8%	9%	11%	9%	9%	8%	4%	5%
Both equally	36%	26%	35%	47%	38%	41%	31%	29%
Neither	6%	8%	6%	4%	5%	6%	7%	5%
Don't know / Prefer not to respond	8%	7%	7%	4%	6%	10%	13%	10%

Human translator is more trusted than AI but many trust them equally and allophones more likely to say they trust both equally than they trust a human translator

Which do you trust more for translation	Total	English	French	Other
Human translator	42%	43%	39%	36%
AI translation tool	8%	7%	11%	10%
Both equally	36%	35%	40%	43%
Neither	6%	6%	7%	5%
Don't know / Prefer not to respond	8%	9%	4%	6%

Canadians trust AI translation most when it comes to entertainment and least when it comes to legal issues; 35-54 generally more trusting of AI translation than other age groups

How much do you trust AI translation in the following situations?	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
Entertainment	63%	52%	69%	72%	68%	60%	54%	53%
Workplace communication	52%	46%	55%	62%	59%	54%	34%	25%
Education	51%	52%	52%	57%	53%	52%	43%	36%
Healthcare situations	42%	36%	39%	48%	48%	44%	34%	44%
Legal situations	37%	27%	40%	42%	48%	31%	26%	31%

Francophone Canadians are most likely than others to trust AI translation for entertainment than for other situations; overall however persons whose first language is neither English nor French are most likely to trust AI translation across most situations

How much do you trust AI translation in the following situations?	Total	English	French	Other
Entertainment	63%	61%	70%	64%
Education	51%	53%	42%	65%
Workplace communication	52%	51%	49%	65%
Legal situations	37%	38%	29%	44%
Healthcare situations	42%	43%	38%	55%

A plurality of Canadians acknowledge that AI sometimes provides translation that is confusing with the youngest cohort most likely to validate that observation

AI sometimes provides translation that is confusing	Total	18-24	25-34	35-44	45-54	55-64	65-74	75+
(NET) Agree (1,2)	44%	54%	45%	46%	47%	40%	40%	29%
Strongly agree	11%	13%	14%	13%	9%	13%	3%	5%
Somewhat agree	34%	40%	32%	33%	38%	27%	37%	24%
Neutral	23%	24%	23%	22%	26%	22%	21%	27%
(NET) Disagree (4,5)	15%	9%	17%	16%	16%	12%	14%	17%
Somewhat disagree	11%	5%	13%	14%	13%	6%	11%	14%
Strongly disagree	4%	5%	5%	2%	3%	6%	4%	3%
Not applicable	8%	7%	7%	3%	5%	12%	12%	12%
Don't know / Prefer not to respond	10%	6%	7%	12%	6%	14%	12%	16%

Thank You

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