

OpenText 2018 AI Survey

Complete Results: CANADA

Government

When do you think robot/intelligent automation technology will be working within government?

In the next 1-2 years (21%)

In the next 5 years (19%)

In the next 10 years (16%)

In the next 20 years (15%)

Robots will never work in government (30%)

What would you consider to be the biggest potential benefits of introducing robot/intelligent automation technology into government services?

Reduced waiting times (23%)

Reduced errors (14%)

A more personalised service (4%)

A faster resolution to my query (10%)

Less admin and form filling (11%)

None of the above (47%)

Do you think Artificial Intelligence/robot technology would make better decisions than elected government representatives?

Yes, robots can better analyse all data (12%)

Yes, but humans must make final decisions (16%)

No, robots can't assess cultural aspects (33%)

I don't know (39%)

Employment

Would you feel comfortable working alongside a robot?

Yes (24%)

No (76%)

Are you worried that you could be replaced in your role/job by a robot?

Yes (11%)

No (70%)

Don't know (19%)

When do you think your job could be taken over by a robot?

Never (45%)

In the next 1-2 years

In the next 5 years (6%)

In the next 10 years (9%)

In the next 20 years (0%)

In the next 50 years (9%)

None of these (27%)

Healthcare

What do you think are the biggest benefits to introducing Artificial Intelligence (AI) technology into healthcare?

Getting a more accurate diagnosis (26%)

Getting a quicker diagnosis (21%)

Easier access to our own medical data (13%)

Not as reliant on booking a GP appointment (10%)

Getting a more personalised experience (7%)

Not taking time off work to visit a doctor (20%)

Other (add other option here) (1%)

Would you trust the medical diagnosis of Artificial Intelligence (AI) technology?

Yes, more than I trust a doctor's diagnosis (7%)

Yes, just as much as a doctor's diagnosis (6%)

Yes, but I'd like a doctor to reaffirm it (25%)

No, I would not trust the diagnosis (22%)

I don't know (39%)

Autonomous Vehicles

When do you think there will be more driverless/autonomous cars on the road than “normal” cars?

Within the next 5 years (20%)

Between 5 and 10 years (16%)

Between 10 and 15 years (21%)

That is never going to happen (13%)

Beyond 15 years (30%)

Would you feel comfortable being a passenger in a driverless/autonomous car?

Yes (23%)

No (48%)

I don't know (30%)

If priced similarly to a “normal” car, would you consider buying a driverless car or renting one on a per-use basis?

Yes (21%)

No (50%)

I don't know (39%)

Do you think driverless/autonomous cars would make the roads safer?

Yes, they automatically obey all traffic laws (31%)

Yes, but only on motorways/freeways (10%)

Yes, but only in towns + cities (7%)

No, they could frustrate human road users (52%)

General

How would you describe your feelings about the growth of artificial intelligence (AI) technology?

Excited (21%)

Nervous (22%)

Angry (4%)

Disbelieving (4%)

I don't know (24%)

None of the above (26%)

Are you aware of having interacted with artificial intelligence (AI) technology at any point within the past twelve months?

Yes (23%)

No (40%)

I don't know (37%)