More Singapore Organisations Using AI, But Reworking Outputs Dampens Productivity: Workday Study

Half of respondents spend at least an hour each week reworking AI outputs

Employees face pressure to work faster, yet retain strong trust in local leadership

SINGAPORE – FEBRUARY 26, 2026 – Workday, Inc. (NASDAQ: WDAY), the enterprise AI platform for managingpeople, money, and agents, released newresearch today that found the need to rework AI outputs is eroding productivity gains for employees. This signals a productivity gap that Singapore organisations will need to address, especially as AI use is becoming more widespread.

The study, which surveyed 3,200 respondents globally, including in Singapore, found that approximately half of Singapore respondents spend at least an hour each week clarifying, correcting or even rewriting AI-generated outputs, with 12% spending between two to four hours weekly on rework alone.

Despite this, net productivity gains remain positive, with seven in 10 respondents noting they are more productive today compared to pre-AI adoption levels.All respondents indicated that AI tools are already deployed in their organisations, and 86% reported implementing three or more AI use cases.

Reinvesting AI Gains into the Workforce

Organisations are broadly aligned that AI-driven efficiency gains should benefit employees. Some 68% of respondents agree that companies that reinvest in their people will be more competitive and resilient over the long term.

Among respondents whose organisations reported time savings from AI adoption, 78% said those gains were reinvested in employee development, upskilling or training, while 68% redirected time towards higher-value, strategic or innovative work.

Notably, 80% said AI cost savings were reinvested in the workforce – matching the proportion reinvested in technology or infrastructure, and significantly exceeding the share returned to shareholders (23%).

“Reinvesting AI-driven gains into people is critical to improving outcomes and sustaining long-term value creation,” said**Jess O’Reilly, general manager, ASEAN, Workday**. “AI can improve efficiency, but speed alone does not unlock real value. What makes the biggest difference is reinvesting those gains into people. Organisations will need to prioritise talent development in the core areas of AI literacy and critical thinking. Building confidence for employees in their use of AI will be pivotal to reducing rework, enhancing business outcomes and delivering lasting value.”

Rising Pressure to Work Faster in an AI-enabled Workplace

As AI becomes embedded in daily workflows, employees reported growing performance expectations. Six in 10 respondents say they are now expected to deliver a significantly higher volume of output compared to before AI adoption.

Findings from the report show that the burden of rework largely sits at mid-managerial levels. Managers and directors are most likely to shoulder the responsibility of validating, refining, and approving work, including AI-assisted output – reflecting their role as quality gatekeepers.

Despite heightened expectations, overall sentiment remains largely positive. Most respondents (75%) say they trust their leadership teams to make fair decisions about AI’s impact on job security and rewards, while only 7% express concern about potential redundancy due to AI.

Six in 10 respondents also noted that their stress levels and risk of burnout have decreased since the deployment and adoption of AI tools.

The organisations realising the greatest value from AI treat saved time as a strategic resource. They reinvest in upskilling their teams, improving collaboration, and strengthening judgment-driven work. The biggest opportunity is helping employees learn how to use AI effectively – especially in areas that require judgement, creativity, and decision-making. The research makes one thing clear: reinvesting in people is the fastest way to reduce rework, improve outcomes, and turn AI speed into lasting business value.

About Workday

Workday is the enterprise AI platform for managingpeople, money, and agents. Workday unifies HR and Finance on one intelligent platform with AI at the core to empower people at every level with the clarity, confidence, and insights they need to adapt quickly, make better decisions, and deliver outcomes that matter. Workday is used by more than 11,500 organizations 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.

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