

# IPSOS PRESS RELEASE AI MONITOR

Malaysian Perspectives on  
Artificial Intelligence (AI)  
Adoption and Its Future Impact

JUNE 2026

# Asia leads the world in AI optimism

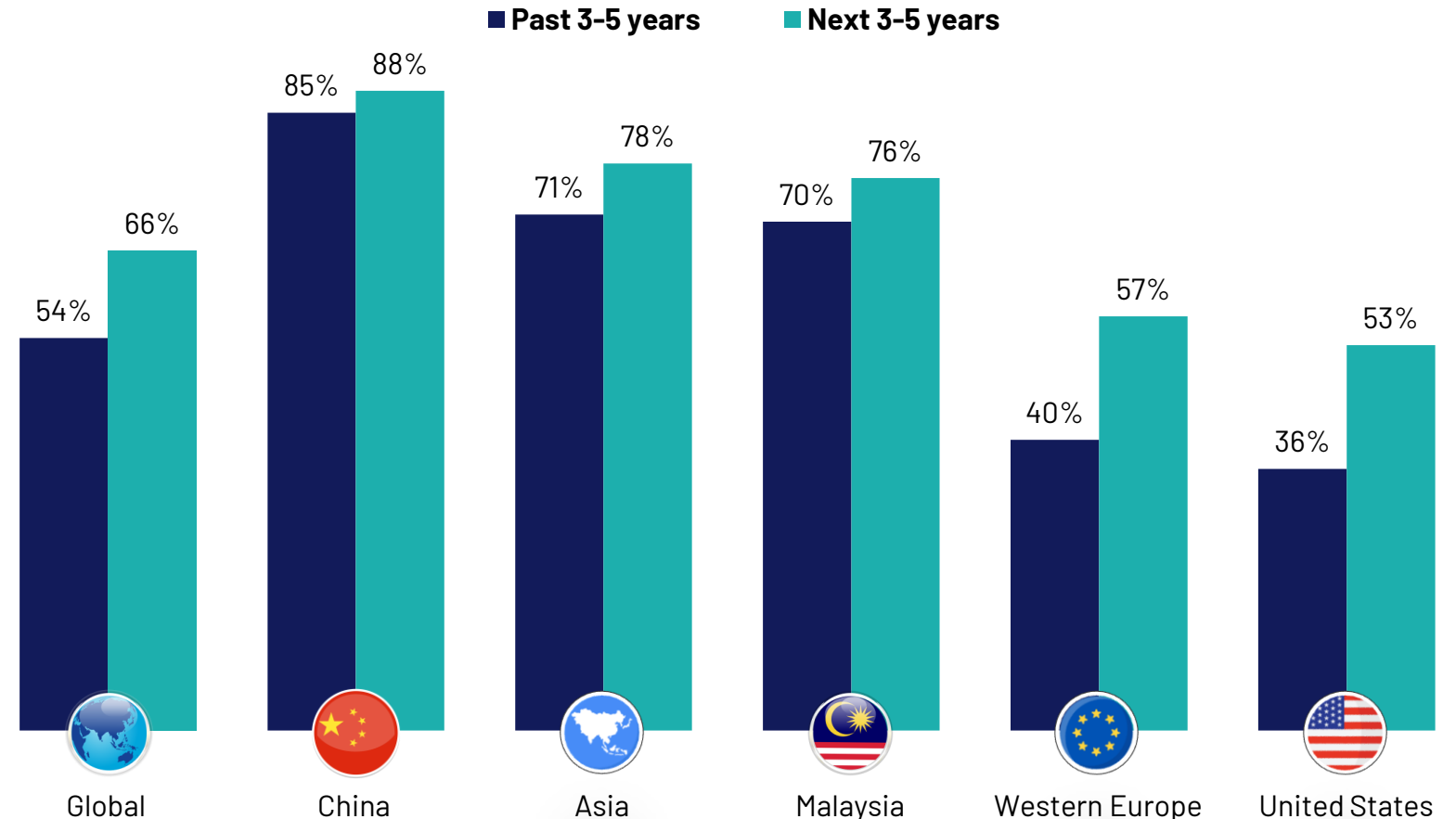
Confidence in AI's future impact is rising worldwide, and the optimism is strongest among the Asian countries.

Malaysians share this positive outlook, with expectations for AI's influence on daily life well above levels seen in Western Europe and the United States.

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**Base:** Representative sample of Malaysian adults aged 18-74: n=500; Global: n=23,532. Survey conducted between March 20 and April 3, 2026.

Products and services using artificial intelligence have changed my daily life in **past 3-5 years** / will change my daily life in **next 3-5 years (%Agree)**



# Western markets are more cautious about AI

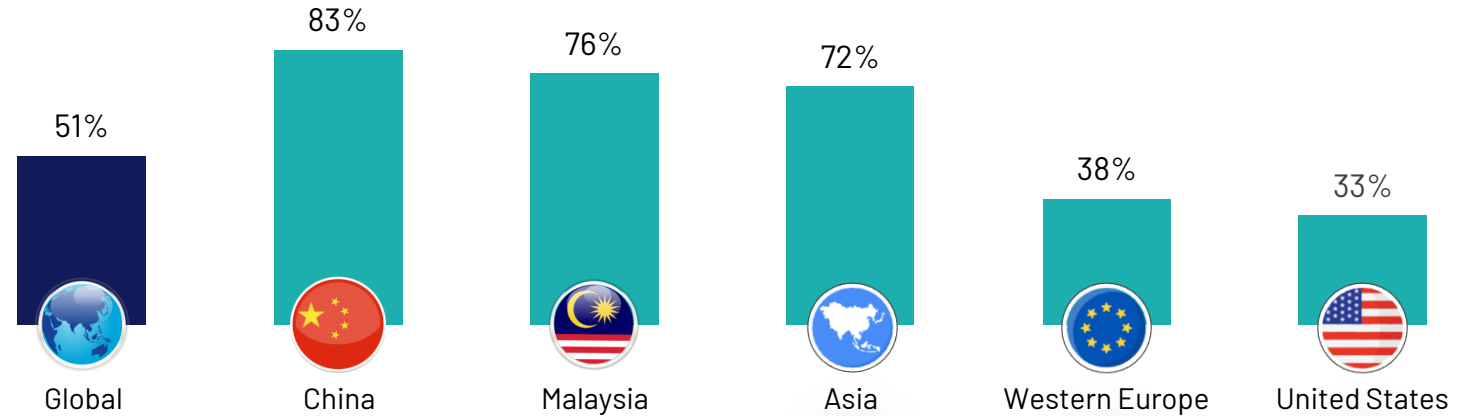
The AI optimism seen across Asia is not shared universally.

Consumers in Western Europe and the United States are significantly less enthusiastic about AI, while less than half believe AI delivers more benefits than drawbacks.

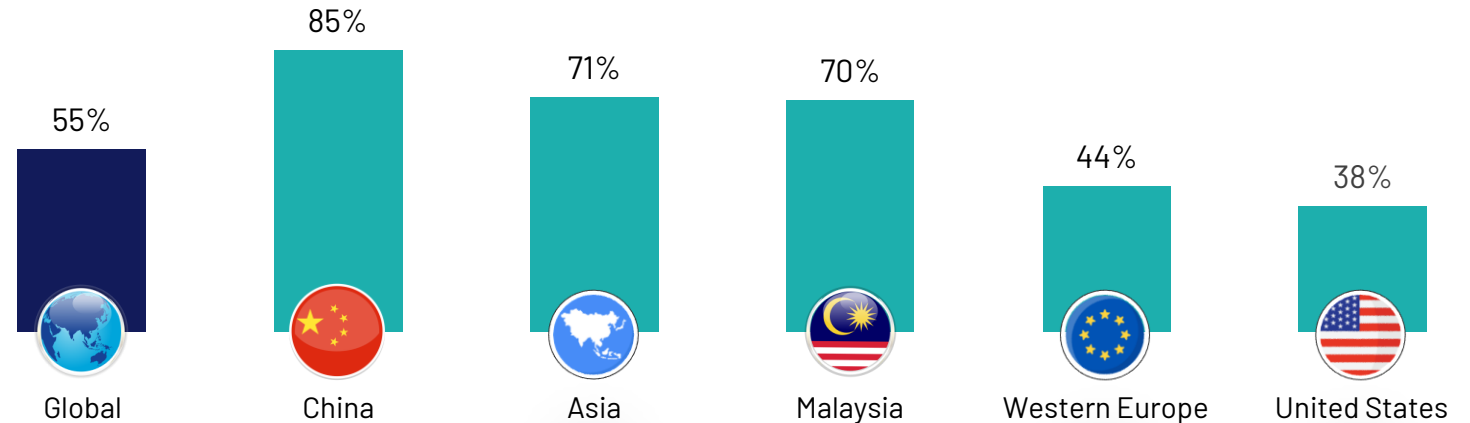
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## Products and services using artificial intelligence **make me excited (%Agree)**



## Products and services using artificial intelligence have **more benefits than drawbacks (%Agree)**



# Half of users in China don't check AI's work

Trust in AI's work varies widely across markets.

China stands out, with more than half of consumers saying they do not check AI results, while Asian consumers generally show greater reliance on AI-generated information than those in Western markets.

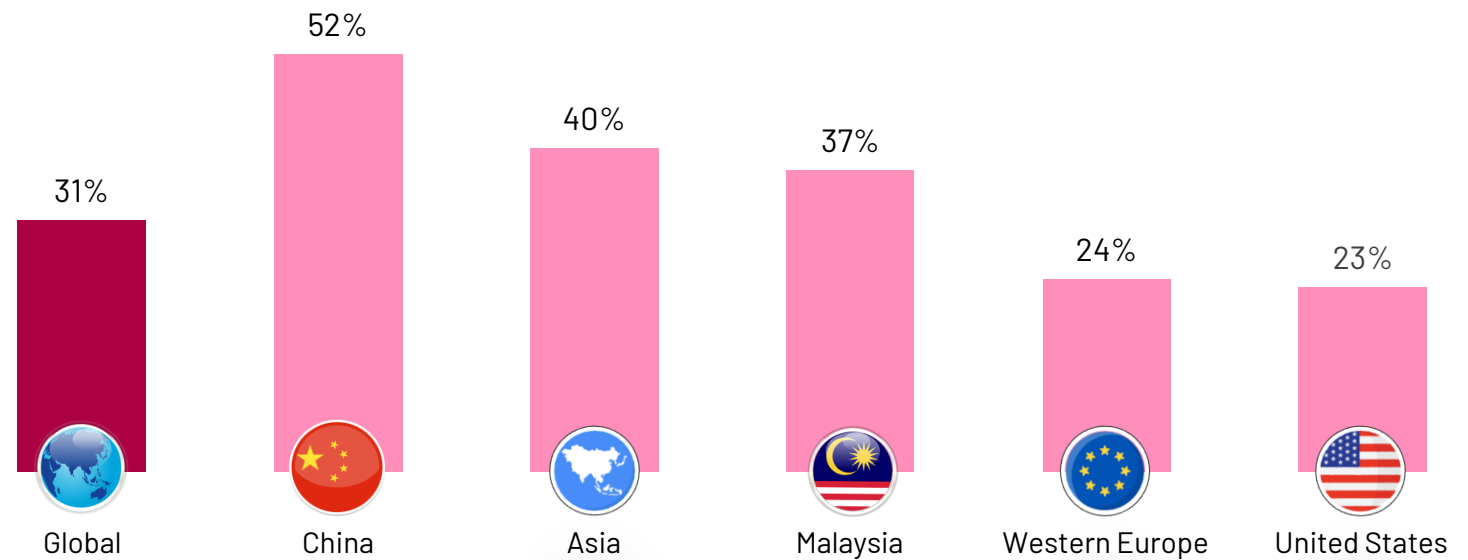
As AI becomes more embedded in everyday life, maintaining critical judgement and human oversight will remain important.

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## I trust AI tools, so I don't check their work (%Agree)



# AI is now trusted more than human, especially in China

Across most markets, AI is now trusted as much as people to make fair and unbiased decisions.

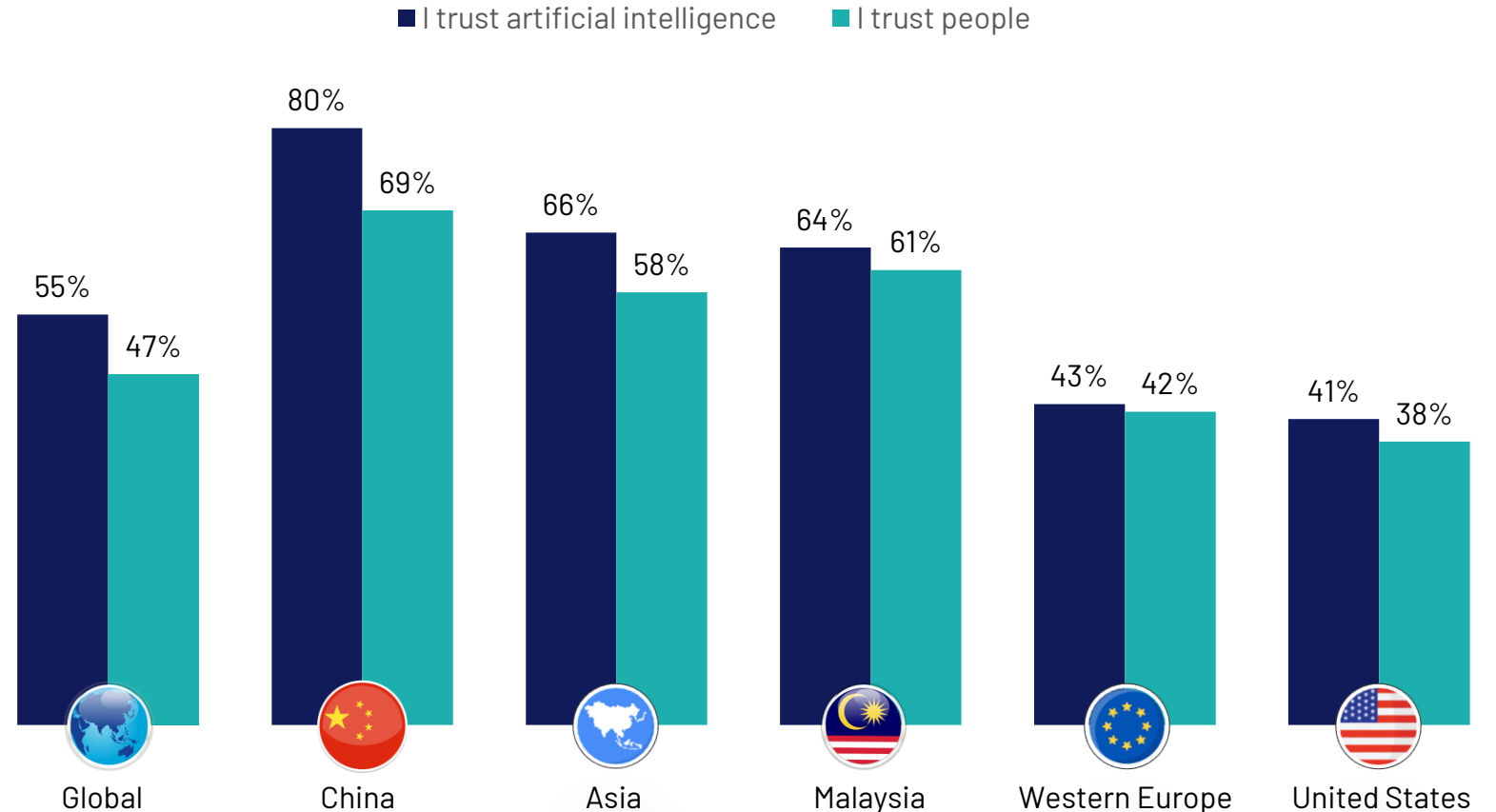
This gap is widest in China, where trust in AI significantly exceeds trust in people.

Malaysians, however, place similar levels of trust in both AI and humans, reflecting a more balanced perspective also seen in Western markets.

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## Trust that AI / People to not discriminate towards any group of people (% Agree)



# Malaysians see strong productivity gains from AI...

The strongest evidence of AI's value can be seen in the workplace. As many as 8 in 10 Malaysians report that AI tools have helped them save time and improve efficiency, reinforcing expectations that AI will continue to reshape how they work in the years ahead.

These tangible benefits help explain the growing acceptance and adoption of AI across the country

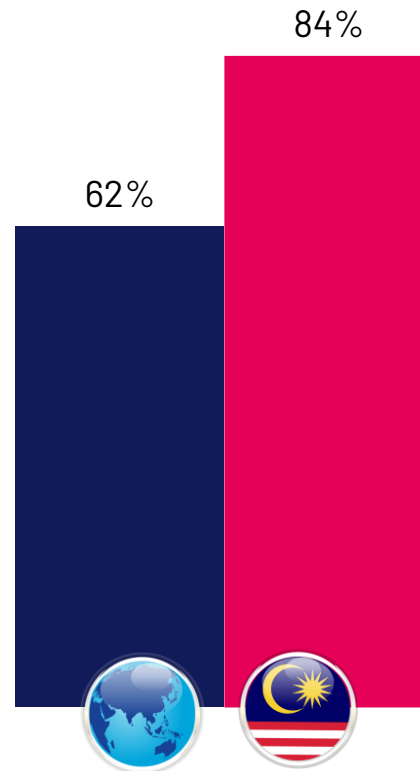
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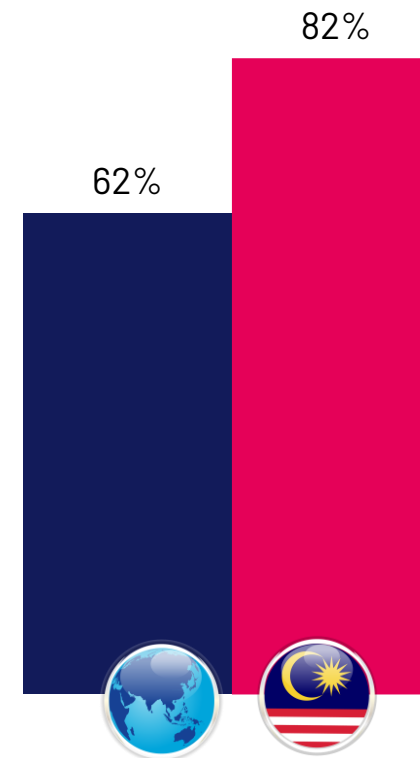
## Artificial Intelligence (AI) impact on Job Efficiency



AI will **change how I do my job** in the next 5 years (**% Likely**)



AI tools have **saved me time at work** in the last year (**% Agree**)



## ... but have a mixed views on broader economic benefits

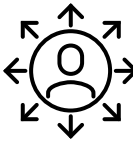
While Malaysians generally believe AI can improve their own jobs, only around half are confident that AI will improve the broader job market and economy.

This gap indicates the view on AI is anchored in daily productivity, while its wider economic and societal impact remains less fully grasped.

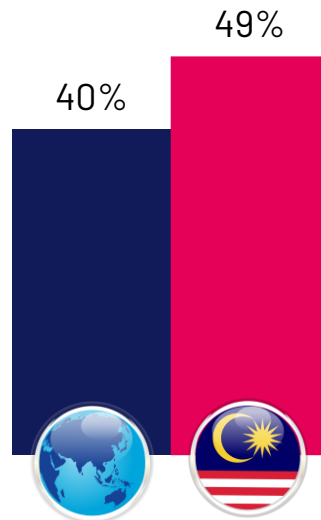
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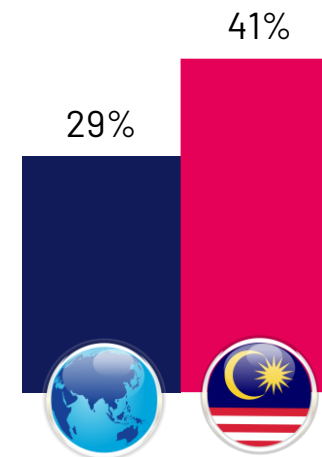
## Artificial Intelligence (AI) sentiments on Career Prospects & Future Economy



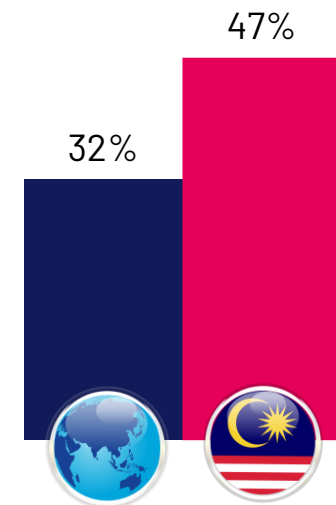
...the increased use of AI will make **your job better in next 3 – 5 years?**



... the increased use of AI will make **the job market better in next 3 – 5 years?**



... the increased use of AI will make **the economy in your country better in next 3 – 5 years?**



# AI gains trust for immediate health advice, but not for long-term wellbeing

More than 60% of Malaysians are comfortable with AI recommending treatments and diagnosing symptoms, well above the global average.

However, confidence is lower when it comes to AI's ability to improve overall health in the next 3-5 years, highlighting a clear gap between trust in immediate utility and belief in long-term health impact.

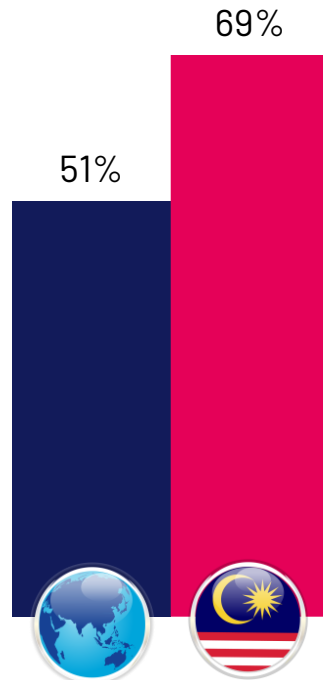
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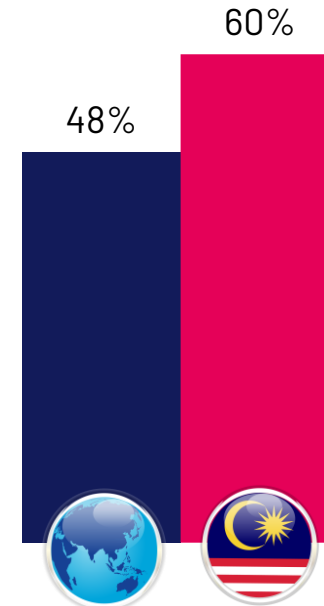
## Spotlight: Artificial Intelligence (AI) in the Health Care



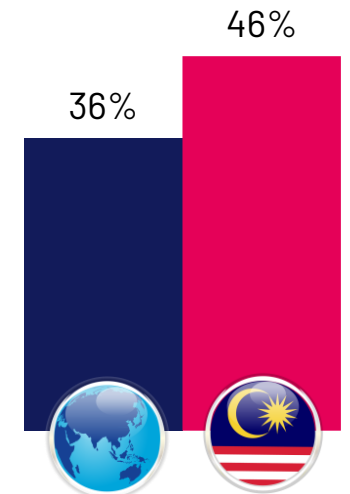
I am comfortable having AI recommend health treatments based on my medical history? (% Comfortable)



I am comfortable having AI offer diagnosis based on my symptoms? (% Comfortable)



In the next 3-5 years, the increased use of AI will make my health better (% Better)





***The future of AI will be defined not just by the technology itself, but by how we choose to use it, govern it and prepare for it.***

The latest Ipsos AI Monitor report reveals a clear divide in global attitudes towards AI. While consumers worldwide expect AI to play a bigger role in their lives in the years ahead, optimism is strongest across Asia and significantly outpaces sentiment in Western Europe and the United States. China leads the region in its enthusiasm towards AI, while Malaysians share the broader Asian outlook and remain confident in AI's potential.

This confidence is reinforced by tangible benefits already being experienced today. From workplace productivity to healthcare, many Malaysians see AI as a tool that can improve efficiency, support decision-making and deliver meaningful outcomes, including healthcare advice. However, the growing use of AI raises important concerns around the need for critical thinking, human oversight, and fact verification.

At the same time, a clear disconnect emerges between the perceptions of AI's impact on individual productivity and its broader economic implications. This highlights the needs for continuous upskilling to build an AI-skilled workforce and society. As Malaysia advances its AI and digital initiatives, including initiatives such as the National AI Office and growing data centre investments, workforce readiness will be the key into long-term economic value.



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