

Human Resilience Survey

OVERVIEW

This study was conducted by SSRS on its Opinion Panel Omnibus platform. The SSRS Opinion Panel Omnibus is a national, twice-per-month, probability-based survey. Data collection was conducted from May 14 – May 18, 2026 among a sample of 1,505 respondents, which included an oversample of n=501 LLM or AI chatbot users. The survey was conducted via web (n=1,475) and telephone (n=30) and administered in English. The LLM oversample was comprised of panelists who previously shared that they had used LLMs or AI chatbots, as part of the Edison at SSRS AI User Metrics surveys conducted on the SSRS Opinion Panel Omnibus. These panelists reconfirmed at the start of the current survey that they used at least one AI chatbot in the past week.

All SSRS Opinion Panel Omnibus data are weighted to represent the target population of U.S. adults ages 18 or older. The margin of error for total respondents is +/-3.1 percentage points at the 95% confidence level. The total sample design effect for this survey is 1.50.

The SSRS Opinion Panel Omnibus is conducted on the SSRS Opinion Panel. SSRS Opinion Panel members are recruited randomly based primarily on nationally representative ABS (Address Based Sample) design (including Hawaii and Alaska). ABS respondents are randomly sampled by Marketing Systems Group (MSG) through the U.S. Postal Service's Computerized Delivery Sequence File (CDS), a regularly updated listing of all known addresses in the U.S. For the SSRS Opinion Panel, known business addresses are excluded from the sample frame. Additional panelists are recruited via random digit dial (RDD) telephone sample of cell phone numbers connected to a prepaid cell phone. This sample is selected by MSG from the cell phone RDD frame using a flag that identifies prepaid numbers. Prepaid cell numbers are associated with cell phones that are "pay as you go" and do not require a contract.

The SSRS Opinion Panel is a multi-mode panel (web and phone). Most panelists take self-administered web surveys; however, the option to take surveys conducted by a live telephone interviewer is available to those who do not use the internet as well as those who use the internet but are reluctant to take surveys online.

NOTES ABOUT RESULTS

Because percentages are rounded, they may not total 100%. An asterisk (*) indicates values less than 0.5%.

Data collection was conducted via web and telephone. Verbiage in this topline reflects web wording. Telephone wording may differ slightly due to interviewer-administered data collection.

[ASKED OF THOSE WHO HAVE HEARD OF AT LEAST ONE LLM OR AI CHATBOT.]

AIUSE. In the past week did you use [INSERT LLM]?

[ITEMS ASKED IN RANDOM ORDER, HOLDING Z LAST]

[BASED ON TOTAL RESPONDENTS]

	Yes	No	Has not heard of	No opinion
a. ChatGPT from OpenAI	43	47	9	0
c. Gemini from Google	38	47	15	0
d. Copilot from Microsoft	19	53	28	0
h. Meta AI, also known as Llama	13	64	24	0
b. Claude AI from Anthropic	9	34	57	0
e. Grok from Xai	7	43	50	0
f. DeepSeek	3	32	65	0
z. Another AI chatbot service	7	18	75	0
(1,505)				

	Total
LLM Non-Users	35
Total LLM Users (NET)	65
Uses 1 LLM or AI Chatbot	24
Uses 2 LLMs or AI Chatbots	22
Uses 3 LLMs or AI Chatbots	11
Uses 4 LLMs or AI Chatbots	5
Uses 5 or more LLMs or AI Chatbots	3
(1,505)	

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

AIPUR. In the past week, did you use [INSERT ITEM] for business purposes, personal purposes or both?
[ITEMS ASKED IN SAME RANDOM ORDER AS AIUSE]

[BASED ON THOSE WHO USE EACH LLM OR AI CHATBOT (AIUSE).]

	Business	Personal	Both	No opinion
a. ChatGPT from OpenAI (779)	6	55	39	0
b. Claude AI from Anthropic (157)	21	40	39	0
c. Gemini from Google (694)	7	66	27	0
d. Copilot from Microsoft (340)	40	34	26	0
e. Grok from Xai (123)	4	64	32	0
f. DeepSeek (59)	9	60	30	0
h. Meta AI, also known as Llama (239)	3	77	20	0
z. Another AI chatbot service (125)	15	60	25	0

[ASKED OF THOSE WHO USE MORE THAN ONE LLM OR AI CHATBOT (AIUSE). THOSE WHO REPORTED ONLY USING ONE LLM OR AI CHATBOT WERE AUTOPUNCHED AT USEMOST.]

USEMOST. Which of these LLMs or AI chatbots is the one you use the most?
[ITEMS ASKED IN SAME RANDOM ORDER AS AIUSE]

[BASED ON TOTAL LLM USERS WHO USE MORE THAN ONE LLM, TOTAL LLM USERS, AND TOTAL ADULTS]

	Total LLM users who use more than one	Total LLM Users	Total Adults
ChatGPT from OpenAI	48	47	30
Gemini from Google	27	30	19
Copilot from Microsoft	11	11	7
Claude AI from Anthropic	7	5	3
Meta AI, also known as Llama	2	3	2
Grok from Xai	3	3	2
DeepSeek	1	*	*
Another AI chatbot service	1	1	1
No opinion	0	0	0
	(744)	(1,163)	(1,505)

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

AI Agent. Have you ever created your own AI agent or assistant through computer systems like Claude Code, ChatGPT Codex, or Open Claw?

	Total
Yes (NET)	20
Yes, and you use it almost constantly	3
Yes, and you use it several times a day	4
Yes, and you use it about once a day	3
Yes, and you use it several times a week	4
Yes, and you use it less often than that	6
No	80
No opinion	0
(1,163)	

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

AI Purpose. Do you ever use LLMs or AI chatbots for the following purposes?

[ITEMS ASKED IN RANDOM ORDER]

	Yes	No	No opinion
a. For informal learning on your own	77	23	0
e. For getting information about products and services	76	24	0
b. To amuse or entertain yourself	52	48	*
f. For making important decisions	43	57	0
c. For creative activities such as writing poetry or songs, or creating artwork	37	63	0
d. For getting news and political information	31	69	0
g. For roleplaying about encounters you might have	24	76	0
(1,163)			

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

AIFOLLOWUP. How often do you...

[ITEMS ASKED IN RANDOM ORDER]

	Always/ Most of the time (NET)	Always	Most of the time	Sometimes	Rarely/ Never (NET)	Rarely	Never	No opinion
a. Verify AI outputs for accuracy using other non-LLM sources	34	12	22	32	34	16	19	0
b. Follow recommendations from an LLM	18	2	16	55	26	13	13	0
c. Compare outputs from different LLMs to see how they respond to the same prompt	14	4	10	32	54	22	32	0
d. Stop using a particular LLM because it gives you inaccurate or unhelpful outputs	16	5	11	35	50	23	26	*
(1,163)								

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

MAJORMMT. Has using an LLM or AI chatbot ever helped you in these areas of your life?

[ITEMS ASKED IN RANDOM ORDER]

	Yes (NET)	Yes, an LLM played a major role in helping you	Yes, an LLM played a minor role in helping you	No	No opinion
a. Treating an illness or medical condition	49	11	38	51	0
e. Upgrading your job skills	44	13	31	56	0
b. Seeking or changing jobs	31	9	22	69	0
c. Making a major investment or financial decision	29	8	22	70	*
d. Deciding where to live	17	4	12	83	*
(1,163)					

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

AITRAITS. Now, thinking about the LLM or AI chatbot you use the most, [INSERT LLM,] do you feel that it...

[ITEMS ASKED IN RANDOM ORDER]

	Yes (NET)	Yes, much of the time	Yes, some of the time	Yes, at least a small amount of the time	No, not at all	Don't know	No opinion
c. Gives good advice	81	17	34	30	7	12	0
e. Has better ideas than you do	73	8	31	34	18	9	0
d. Is a good fit for your personality	67	13	27	27	16	17	0
g. Gives you the answers it thinks you want to hear	65	15	24	26	20	16	0
f. Gives you confidence to try new things	62	9	24	29	27	10	*
b. Gives you the emotional support you need	32	6	11	15	53	15	0
a. Cares about your well-being as a person	31	7	10	15	49	19	0
h. Advises you to do things that are not in your best interest	29	4	9	17	53	18	0
(1,163)							

[ASKED OF ALL]

AIEMOT.

When you think about AI, how often do you feel...

[ITEMS ASKED IN RANDOM ORDER]

[BASED ON TOTAL ADULTS AND TOTAL LLM USERS]

	Always/ Very often (NET)	Always	Very often	Sometimes	Rarely/ Never (NET)	Rarely	Never	No opinion
a. Curious								
Total adults (1,505)	35	10	25	41	24	11	12	0
Total LLM users (1,163)	45	14	31	39	16	7	9	0
b. Optimistic								
Total adults	22	6	16	39	39	20	19	0
Total LLM users	28	7	22	42	30	16	13	0
c. Smart								
Total adults	26	8	18	40	35	19	16	0
Total LLM users	32	8	24	43	25	15	10	0
d. Empowered								
Total adults	17	5	12	35	48	24	25	0
Total LLM users	23	6	17	42	35	19	17	0
e. Threatened								
Total adults	12	4	8	23	65	22	43	0
Total LLM users	9	2	6	19	73	23	50	0
f. Anxious								
Total adults	17	4	12	26	57	24	34	0
Total LLM users	13	3	10	25	61	25	36	0
g. Obsolete								
Total adults	9	3	6	25	66	24	41	*
Total LLM users	7	3	5	24	69	26	42	0
h. Useless								
Total adults	7	3	4	16	78	31	47	0
Total LLM users	5	1	3	15	80	33	48	0

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

SMARTER. Most of the time, do you think the LLMs or AI chatbots you use are:

[SCALE ROTATED AT RANDOM, HOLDING DON'T KNOW LAST]

	Total
Total Smarter (NET)	56
A lot smarter than you are	30
A little smarter than you are	26
About as smart as you are	14
Total Less Smart (NET)	16
A little less smart than you are	8
A lot less smart than you are	8
Don't know	14
No opinion	0
	(1,163)

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

SKILLS. How much, if at all, has using LLMs or AI chatbots affected your...

[ITEMS ASKED IN RANDOM ORDER]

	Improved a lot/somewhat (NET)	Improved a lot	Improved somewhat	Not had much of an effect at all	Worsened (NET)	Worsened somewhat	Worsened a lot	Don't know
Critical thinking and problem-solving skills	42	9	33	41	8	6	1	9
Leadership skills	24	5	19	58	5	3	2	13
Motivation to learn new skills and concepts	52	14	38	35	5	3	1	8
Decision-making ability	39	7	32	46	6	5	1	9
Social skills	18	5	14	62	9	6	2	11
Written communication skills	49	14	34	38	6	4	2	7
Confidence in your own natural abilities	37	8	29	47	7	6	2	9
Creativity	45	12	33	37	8	6	2	10

[ASKED OF THOSE WHO USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

NEGIMPT. Have you ever experienced these things when you used LLMs or AI chatbots?

[ITEMS ASKED IN RANDOM ORDER]

	Yes (NET)	Yes, a lot of times	Yes, sometimes	Yes, but not very often	No	Don't know	No opinion
a. Learned something new and valuable	88	25	45	18	8	4	0
c. Created something that was better than if you had tried to create it on your own	70	17	35	19	23	6	0
b. Got better advice from an LLM than you might have gotten from a family member or friend	59	9	30	19	31	10	0
h. Felt like you were being lazy or taking a too-easy shortcut	51	9	23	18	45	4	0
d. Were better prepared to have a difficult conversation or social encounter	48	7	23	18	44	8	0
e. Became too dependent on LLMs to give you answers rather than thinking things through for yourself	39	6	15	18	57	4	0
g. Felt like you were cheating	39	6	17	16	58	3	0
f. Felt manipulated by an LLM	22	3	9	10	72	7	0
(1,163)							

[ASKED OF ALL]

AIINF.

[SHOWN TO THOSE WHO DO NOT USE AT LEAST ONE LLM OR AI CHATBOT (AIUSE).]

Regardless of whether you use LLMs or AI chatbots...

[SHOWN TO ALL]

How much of your daily activity do you think is at least somewhat influenced by AI and AI systems? Does AI influence...

[BASED ON TOTAL ADULTS AND TOTAL LLM USERS]

	Total Adults	Total LLM Users
All/Most of your daily activities (NET)	6	7
All or almost all of your daily activities	2	2
Most of your daily activities	4	4
Some of your daily activities	21	22
Only a few/None of your daily activities (NET)	65	66
Only a few of your daily activities	30	32
None of your daily activities	35	35
Not sure	9	5
No opinion	0	0
	(1,505)	(1,163)

[ASKED OF ALL]

AIFUT.

At what point do you think AI and AI systems will have a significant influence on your everyday life?

[BASED ON TOTAL ADULTS AND TOTAL LLM USERS]

	Total Adults	Total LLM Users
AI is already having a significant influence	18	20
Within the next 5 years (NET)	45	43
Within the next year or two	19	18
Within the next 5 years	26	25
Within 6-20 years (NET)	18	19
Within the next 10 years	14	15
Within the next 20 years	4	5
More than 20 years from now	2	2
Do not think this will ever happen	16	16
No opinion	*	0
	(1,505)	(1,163)

[ASKED OF ALL]

RESILIENT.

In the coming years, how confident are you that most people will be able to maintain the following?

[ITEMS ASKED IN RANDOM ORDER]

[BASED ON TOTAL ADULTS AND TOTAL LLM USERS]

	Extremely /Very confident (NET)	Extremely confident	Very confident	Somewhat confident	Slightly /Not at all confident (NET)	Slightly confident	Not at all confident	Not sure	No opinion
a. Their ability to use AI appropriately and effectively									
Total Adults (1,505)	15	4	11	27	50	22	28	8	*
Total LLM Users (1,163)	19	5	14	29	45	21	24	7	*
b. Their ability to achieve a comfortable lifestyle									
Total Adults	15	3	12	30	45	22	23	10	0
Total LLM Users	19	5	14	30	43	21	22	8	0
c. Their ability to think critically and evaluate information									
Total Adults	15	4	11	23	55	24	30	7	0
Total LLM Users	18	5	13	23	53	25	28	6	0
d. Their sense of motivation and purpose									
Total Adults	15	3	12	30	46	26	21	9	0
Total LLM Users	18	4	14	29	45	27	18	8	0

[ASKED OF ALL]

HUMRELA. In the coming years, do you think AI will strengthen or weaken human-to-human connection?

[SCALE ROTATED AT RANDOM]

[BASED ON TOTAL ADULTS AND TOTAL LLM USERS]

	Total Adults	Total LLM Users
Strengthen (NET)	13	14
Strengthen a lot	3	4
Strengthen somewhat	10	11
Neither strengthen nor weaken	18	19
Weaken (NET)	69	67
Weaken somewhat	36	39
Weaken a lot	33	28
No opinion	*	*
	(1,505)	(1,163)

[ASKED OF ALL]

PREPARE.

How effective will each of the following be in helping people successfully adapt to a world in which AI has more influence on their lives?

[ITEMS ASKED IN RANDOM ORDER]

[BASED ON TOTAL ADULTS AND TOTAL LLM USERS]

	Extremely /Very effective (NET)	Extremely effective	Very effective	Somewhat effective	Not too /Not effective at all (NET)	Not too effective	Not effective at all	No opinion
a. The federal government								
Total Adults (1,505)	19	6	13	38	43	24	19	0
Total LLM Users (1,163)	22	7	15	36	42	24	17	0
b. State and local governments								
Total Adults	19	5	14	41	40	25	15	0
Total LLM Users	22	7	15	39	39	24	15	0
c. The technology companies creating AI tools								
Total Adults	39	14	25	38	23	12	11	0
Total LLM Users	45	17	28	36	19	10	9	0
d. K-12 schools								
Total Adults	26	7	19	46	28	16	12	*
Total LLM Users	30	9	21	43	27	16	11	*
e. Colleges and universities								
Total Adults	34	9	25	44	22	12	10	*
Total LLM Users	39	11	28	42	19	10	9	0
f. Churches or other places of worship								
Total Adults	11	3	8	27	63	34	28	0
Total LLM Users	12	3	9	27	61	32	28	0
g. Employers								
Total Adults	27	7	20	47	26	15	11	0
Total LLM Users	32	9	23	45	22	13	9	0
h. The legal system								
Total Adults	20	5	15	41	39	23	16	0
Total LLM Users	25	6	18	40	36	21	15	0

[ASKED OF ALL]

AIOVERALL. Which of the following statements comes closest to your own view of the future, even if neither is exactly right...

[BASED ON TOTAL ADULTS AND TOTAL LLM USERS]

	Total Adults	Total LLM Users
By replacing human beings in most tasks, AI will undermine our sense of purpose and meaning in life	64	59
By freeing human beings from most routine tasks, AI will allow us to find greater purpose and meaning in life	36	41
No opinion	*	*
	(1,505)	(1,163)