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Trust in AI

Actions and attitudes
around AI adoption

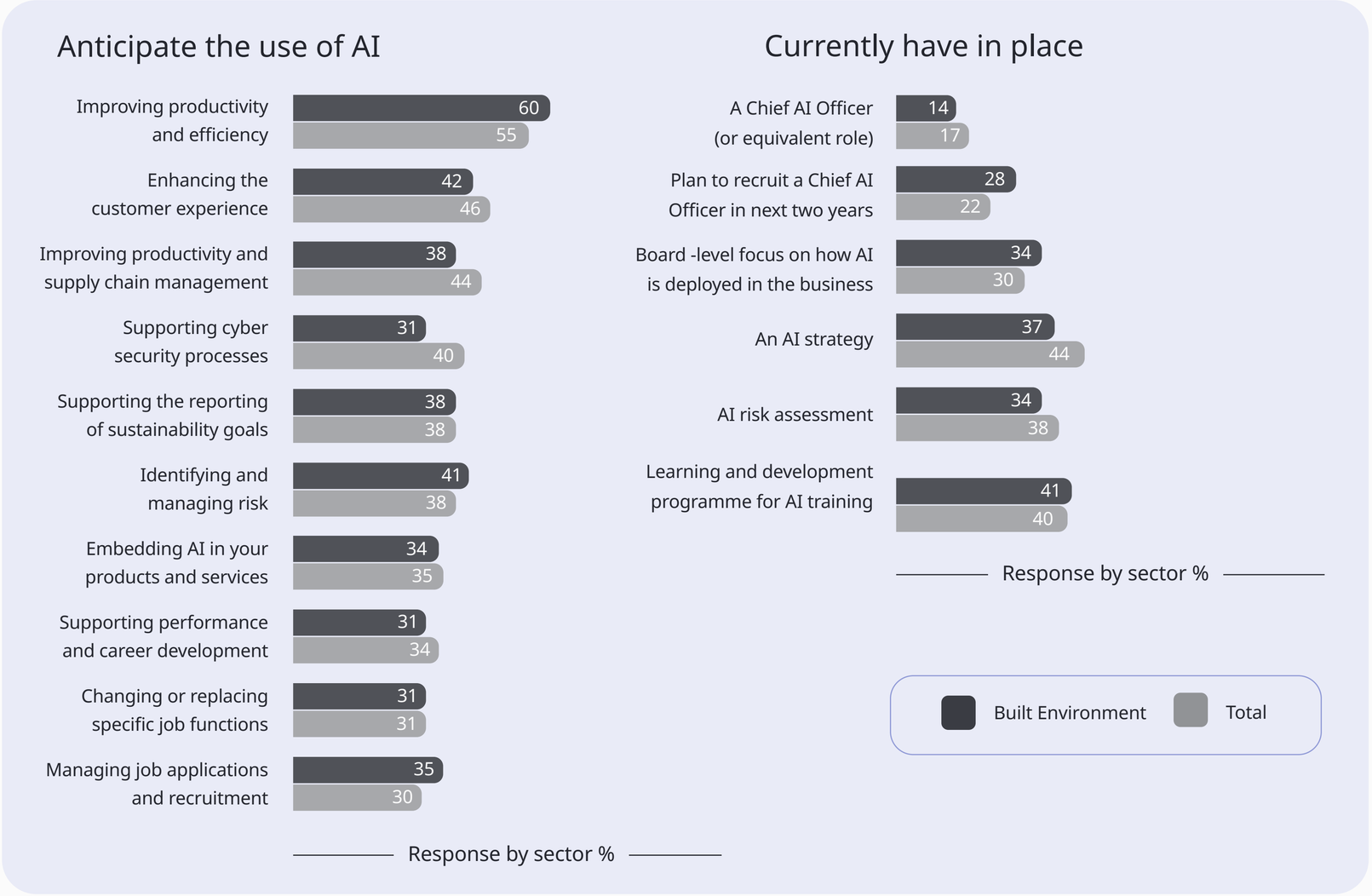
Built environment sector results overview

Trust in AI: Built environment sector results

From real-time safety monitoring using sensors to predictive trend analytics, the possible applications of AI for the built environment could be transformative – spanning everything from design to procurement, construction, operation and decommissioning. Already, 60% of sector leaders anticipate using AI to improve productivity and efficiency, while two fifths (41%) expect to use it to manage risk. AI problem-solving could even help identify the best way to make buildings sustainable.

Equally, the built environment is facing a specific demographic challenge as in many countries retirement outpaces new recruitment, prompting concerns around skills gaps. Technology – especially where it can relieve workers of physical roles – will be critical.

Yet according to BSI's International AI Maturity Model, the sector rating is 1.94 out of 5. Attitudes towards the value of AI investment and the importance of training, guardrails and building trust are some of the measures driving this maturity score. For example, a smaller proportion see businesses having a role to play in building trust amongst their employees and one in ten actively disagreed with this. Despite this, almost three quarters (72%) of built environment respondents agreed that if businesses do not invest in AI tools they will be at a competitive disadvantage.



Nearly a quarter (24%) of built environment sector leaders say their business is not currently investing in AI, while two thirds (63%) say their organization does not have an AI strategy.

Those in manual roles in built environment may see AI as a competitor to their labour. Indeed, four in five sector respondents (81%) expect some manual roles to change because of AI. Certainly, AI paired with robotics could automate some tasks, but it is also likely new jobs will be created, with AI enhancing people's experience and helping them to do their job.

To adapt, construction firms, developers and contractors will need to prioritize educating the workforce about how they can use AI tools to enhance their existing work and realize its benefits. This must come alongside efforts to upskill and retrain. Currently, 70% of businesses are involving employees in trialling or testing new AI tools, but just a third say this is to a significant extent (37%). Moreover, just two fifths in the sector (41%) say they have an L&D programme to ensure successful delivery of AI training.

What is positive is that despite the sector coming across as less mature, 77% still say their businesses encourages the use of AI – and 89% say businesses have a responsibility to promote and support innovation in society. Given the opportunity to transform the built environment, this attitude is to be welcomed.

Interested in more insights? Explore the results with our interactive dashboard here

Rahul Shah,
Global Director,
Built Environment, BSI

"AI's potential to enhance on-site safety, support sustainability and enable a people-centric approach can position it at the forefront of positive change in the built environment. Advances in technology have the potential to support the future workforce and cultivate diverse talent, and make built assets safer, more sustainable and designed with people and planet in mind."

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BSI Group
389 Chiswick High Road
London, W4 4AL
United Kingdom
+44 345 080 9000
bsigroup.com