Future-Proofing the Workplace: Tech Insights from Gen Z and Millennials

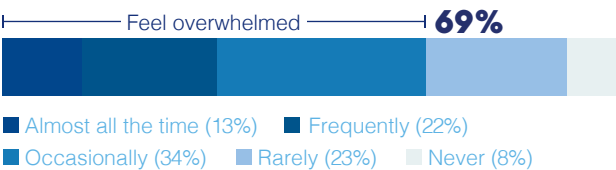## Cox Business 2025 Workplace Technology Survey

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Future leaders are navigating tech tool overload, AI uncertainty and digital disconnects — all while balancing their 9-to-5 responsibilities.

Too Many Tools, Too Little Influence

While the majority of Gen Z (**86%**) and Millennials (**88%**) feel confident adopting new technology at work, **two-thirds** of both groups feel overwhelmed by the number of tools they're expected to use.

How often do you feel overwhelmed by the number of technology tools you use at work?

Feel overwhelmed **69%**

- Almost all the time (13%)
- Frequently (22%)
- Occasionally (34%)
- Rarely (23%)
- Never (8%)

Despite their mastery of tech, **fewer than 10%** of the Gen Z workforce feel they have real influence over tech decisions at work, with **more than half** feeling they have little to none.

How much influence do you feel you have in recommending or selecting technology tools?
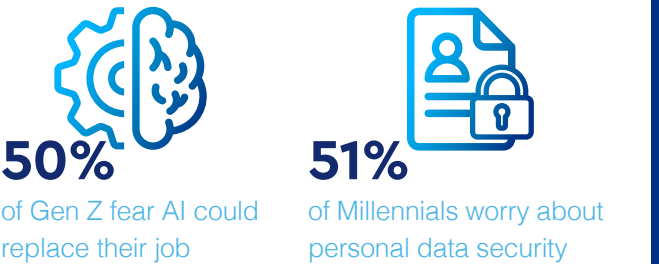
Gen Z
- 10%
- 35%
- 32%
- 23%

Millennial
- 22%
- 35%
- 22%
- 21%

- Significant
- Moderate
- Limited
- None
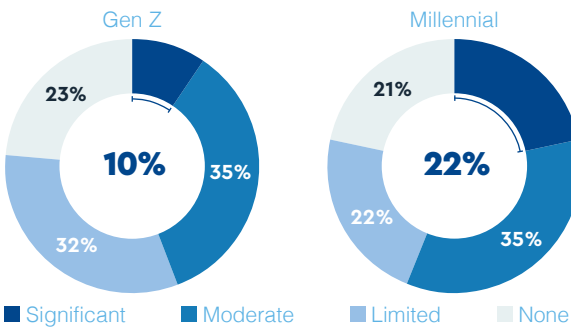
Millennials are **more than twice** as likely than Gen Z to feel they have significant influence in recommending workplace tech tools.

Mixed Feelings on AI Rollouts

More than **60%** of Gen Z and Millennials feel positive about AI's growing role at work. Yet **more than one-third** also expressed concerns.
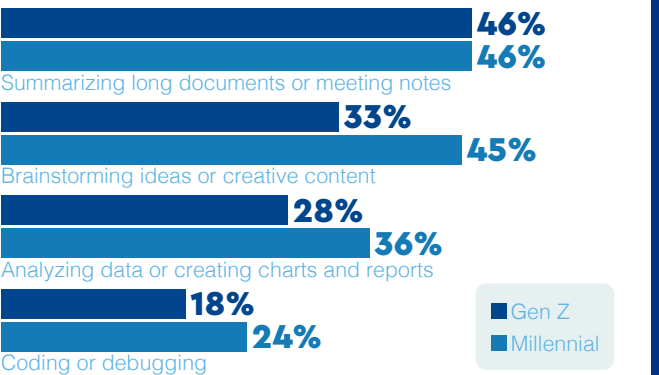
Top Concerns:

50%
of Gen Z fear AI could replace their job

51%
of Millennials worry about personal data security

Putting AI Agents to Work

About 50% of Gen Z and Millennial employees are nervous to admit how much of their work is accomplished with AI.

In which areas are you using AI agents to support your productivity at work today?

Summarizing long documents or meeting notes
- **46%**
- **46%**

Brainstorming ideas or creative content
- **33%**
- **45%**

Analyzing data or creating charts and reports
- **28%**
- **36%**

Coding or debugging
- **18%**
- **24%**

- Gen Z
- Millennial

Inbox Over Interaction

When it comes to adopting new technologies, more than half (**53%**) of Millennials and Gen Z prefer to learn how to use the new tech via email, while fewer than one in five favor in-person or manager-led virtual trainings.

And when it comes to general communication with the IT department, Gen Z and Millennials have clear preferences.

Top three preferred channels:

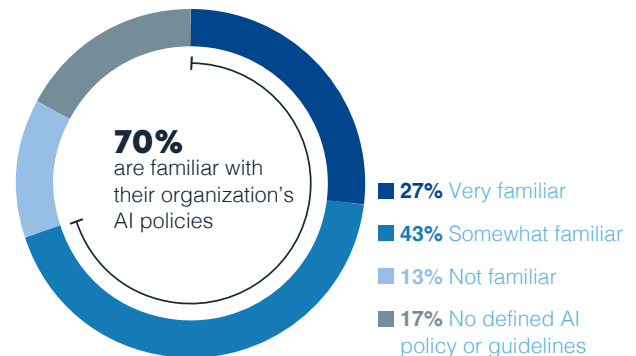Messaging tools (like Teams and Slack)

Email   Phone calls

AI – OK with Policies

70% of Gen Z and Millennial employees say they are familiar with their organization's AI policy, reflecting strong awareness among younger generations.

How familiar are you with your organization's AI policies and guidelines?

70%
are familiar with their organization's AI policies

- **27%** Very familiar
- **43%** Somewhat familiar
- **13%** Not familiar
- **17%** No defined AI policy or guidelines

## When the Internet Fails, Gen Z Picks Up the Tab

For Gen Z and Millennial employees, staying connected at work isn't always easy. In fact, **54%** experience internet issues, which disrupt their ability to stay productive.

How often do internet connectivity interruptions impact your workday?

54% — Experience internet connectivity issues —

- Never (13%)
- Rarely (33%)
- Sometimes (33%)
- Often (13%)
- Always (8%)
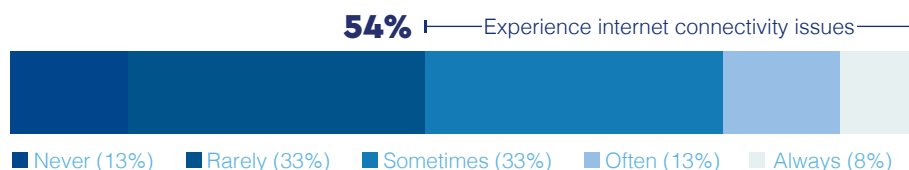
Despite their extra effort, only **21%** of Gen Z are reimbursed for data overages from using personal network data to keep work moving, leaving many to shoulder the cost. Millennials fare better, with **39%** receiving reimbursement.

Do you regularly use a personal mobile hotspot for workplace connectivity?

52% Gen Z

48% Millennial

- Yes
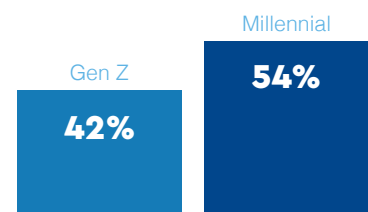- No
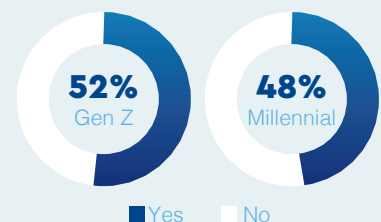
When Work Tools Fall Short, Shadow IT Grows

Gen Z and Millennial employees are often turning to what they know best—their own tools.

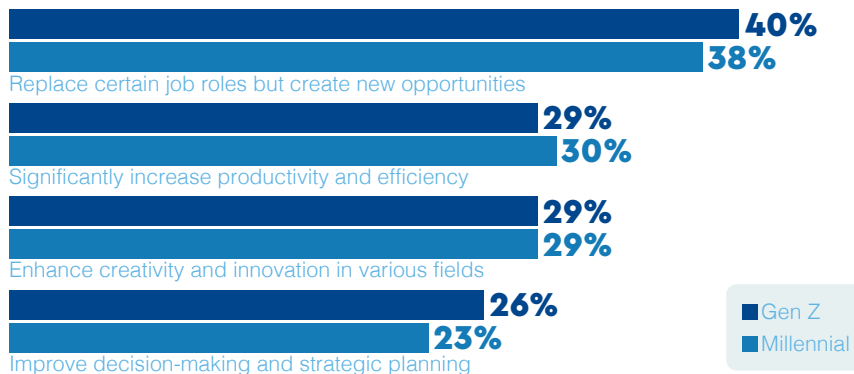**65%** More familiar with their tools than the ones their company provides

63% Occasionally or frequently use personal apps or software for work

Gen Z **42%**

Millennial **54%**

Believe their personal tools are faster or easier to use

Trending in Tech

In the next 2-3 years, Gen Z and Millennials predict AI will:

40% Gen Z
38% Millennial
Replace certain job roles but create new opportunities

29% Gen Z
30% Millennial
Significantly increase productivity and efficiency

29% Gen Z
29% Millennial
Enhance creativity and innovation in various fields

26% Gen Z
23% Millennial
Improve decision-making and strategic planning

■ Gen Z
■ Millennial

Top priorities for new tech trend adoption next year:

Gen Z believes a focus should be on **cybersecurity enhancements** within their workplace, while Millennials want to prioritize **workflow optimization**.

Priorities when choosing new technology:

Functionality   **Ethical data use**

About the 2025 Workplace Technology Survey by Cox Business

Cox Business commissioned a blind survey in May of 2025 to understand how Gen Z and Millennial employees are currently using workplace technology and AI, their preferences and emerging trends shaping the future of these tools. Respondents to the online survey included a total of 1,007 Gen Z and Millennial American employees. The margin of error for this survey is +/-3%.

About Cox Communications

Cox Communications is committed to creating meaningful moments of human connection through technology. As the largest private broadband company in America, we own network infrastructure that reaches more than 30 states. Our fiber-powered wireline and wireless connections are available to more than 12 million homes and businesses and support advanced cloud and managed IT services nationwide. We're the largest division of Cox Enterprises, a family-owned business founded in 1898 by Governor James M. Cox that is dedicated to empowering others to build a better future for the next generation.

Through Cox Business, Hospitality Network, RapidScale and Segra, Cox Communications provides a broad commercial services portfolio including advanced cloud, managed IT and fiber-based network solutions that create connected environments, unique hospitality experiences and support operational applications for nearly 370,000 businesses.

To learn more about Cox Business's survey findings, visit [insert link].

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