

Press release

Contact: Isabel Box
Title: Senior Marketing & Communications Manager
Tel: +32 (0)2 302 25 51
Mobile: +32 (0)485 31 79 63
Email: ibox@deloitte.com

Less than half of young workers feel comfortable working alongside Generative AI

Deloitte's 13th Gen Z & Millennial Survey highlights AI fluency, career development, purpose and mental health as key workplace priorities.

Brussels, November 18, 2024 – Deloitte's 2024 Gen Z & Millennial Survey reveals that career development, learning development in areas where Generative AI (GenAI) is becoming more prominent, and mental health support have become the primary factors shaping workplace decisions for Gen Z and millennials in Belgium. These generations are looking for employers that offer strong career growth pathways, continuous learning, and well-being resources to keep them engaged and motivated. A key finding from the survey is that while GenAI is becoming a critical part of career development, its regular use remains low, with only 27% of Gen Z and 34% of millennials using GenAI regularly at work. Notably, less than half of young workers currently feel comfortable working alongside Generative AI.

Key findings from the Survey:

- While 27% of Gen Z report having a good understanding of Generative AI, only 18% of millennials claim the same. This low familiarity is reflected in the limited usage of GenAI, with 50% of Gen Z and 47% of millennials stating that they rarely or never use it at work.
- Frequent users of Gen AI have a more positive attitude towards GenAI, 69% (Gen Z) and 57% (Millennials) of frequent users believe GenAI will free up time and improve work/life balance versus 45% (Gen Z) and 19% (Millennials) of those who have never used Gen AI.
- 75% of Gen Z and 73% of millennials in Belgium say their current job gives them a sense of purpose and 68% of Gen Z and 59% of millennials are satisfied with the opportunities to learn new skills and receive mentorship.
- 44% of Gen Z and 59% of millennials report feeling stressed or anxious, with lack of support from leadership, long working hours and not having enough time to complete work identified as key contributors. One in three says their employer does not take their mental health seriously.

Less than half of young workers feel comfortable working alongside GenAI

The survey shows that both Gen Z and millennials in Belgium have mixed feelings about Generative AI, oscillating between uncertainty and fascination. While 27% of Gen Z report having a good understanding of GenAI, only 18% of millennials claim the same. This relatively low figure is reflected in the limited usage of GenAI, with 50% of Gen Z and 47% of millennials stating that they rarely or never use it at work. Interestingly, the survey shows that frequent GenAI users have a more positive attitude towards the technology. 69% of Gen Z and 57% of millennials who frequently use GenAI believe it will free up time and improve their work-life balance, compared to only 45% of Gen Z and 19% of millennials who have never used it.

Employers have started to invest in GenAI training, with half of both generations reporting that they have already undergone training or plan to within the next year. However, there remains a gap between expectations and reality, as only 54% of Gen Z and 39% of millennials feel their employers are sufficiently training them on the capabilities and benefits of GenAI. Additionally, only 49% of Gen Z and 42% of millennials currently feel comfortable working alongside GenAI systems and tools, revealing a clear expectation gap that employers need to address to fully onboard their workforce.

“The challenge for organisations is to ensure their workforce is both equipped and confident in using GenAI tools. Although training is essential, organizations must go further by fostering environments that build AI trust, encourage experimentation and cultivate AI fluency. This will ultimately lead to unlocking the full potential of GenAI in the workplace”, says **Nathalie Vandaele, Human Capital Leader** at Deloitte Belgium.

Two out of three younger workers find purpose in their job

A significant majority of younger workers in Belgium are finding purpose in their roles, with 75% of Gen Z and 73% of millennials stating that their current jobs provide them with a sense of purpose. This sense of purpose goes hand-in-hand with career development opportunities, which remain central to job satisfaction for both generations. 68% of Gen Z and 59% of millennials report being satisfied with their opportunities to learn, develop new skills, and receive mentorship. For Gen Z, continuous learning is particularly important as part of their professional journey, while millennials are more focused on structured career paths that offer clear long-term growth. Considering the upcoming impact of the EU Pay Transparency Directive and the related greater pay disclosure that it will provide to job seekers, the importance of other drivers going beyond pay, such as purpose as well as career & learning development opportunities, will only increase.

“Organisations that meet these expectations not only foster greater employee satisfaction and loyalty but also enhance retention by creating environments where employees feel engaged and committed. By aligning career development with the aspirations of these younger generations, businesses can cultivate a skilled, purpose-driven workforce that is poised for long-term success”, says **Nathalie Vandaele, Human Capital Leader** at Deloitte Belgium.

One in three respondents says their employer does not take their mental health seriously

The survey reveals that stress levels among younger generations remain high, with 44% of Gen Z and 59% of millennials reporting that they feel anxious or stressed most of the time. While external factors contribute to this anxiety, work remains a constant source of stress, as nearly 1 in 3 of both generations report that their job directly contributes to their anxiety, driven by a lack of support from leadership, long working hours and not having enough time to complete tasks.

Leadership plays a crucial role in addressing these concerns, yet 34% of Gen Z and 30% of millennials feel that their employer does not take their mental health seriously. Furthermore, 30% of Gen Z and 32% of millennials do not feel comfortable discussing their mental health at work, and a significant proportion believe that their managers are ill-equipped to handle employees' stress or anxiety. Senior leaders also have a critical role to play in destigmatizing mental health, but around 30% of both generations say their leaders rarely prioritise mental health or share their own experiences, contributing to a lack of open dialogue in the workplace.

Diversity and Inclusion as a primary reason to leave a job

The survey reveals that diversity, equity, and inclusion (DEI) are no longer just preferences but decisive factors for Gen Z employees in Belgium. For the first time, a lack of DEI has emerged as a primary reason why young workers leave their jobs. Gen Z respondents are looking for employers who actively foster inclusive environments and provide visible role models with whom they can identify. Organisations that fail to meet these expectations face the risk of losing talent, as nearly 50% of Gen Z and 43% of millennials have already declined job offers based on ethical concerns.

Nathalie Vandaele, Human Capital Leader at Deloitte Belgium, highlights the opportunities for employers: *“Gen Z and millennials are making conscious decisions to work for employers that align with their personal and professional values. Organisations that prioritize mental health, diversity, and career development will succeed in attracting and retaining young talent. They should focus on making work better for humans and humans better for work, fostering human sustainability in the workplace.”*

About the Survey

The **2024 Deloitte Gen Z & Millennial Survey** collected data from **22,800 respondents across 44 countries**, including 500 participants from Belgium. Fieldwork was conducted between **November 2023 and March 2024**, with a focus on exploring the attitudes of Gen Z (born 1995-2004) and millennials (born 1983-1994) toward work, mental health, and societal change.

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