# UK public open to AI in legal services with human oversight, survey finds



A recent survey conducted in the UK reveals an increasing openness among the public towards artificial intelligence (AI) in legal services, provided that human oversight is maintained. The survey, carried out by Perspectus Global for Robin AI with a representative sample of 4,152 people, highlights attitudes and trust levels concerning the use of AI, particularly robot lawyers, in various legal contexts.

The results underscore that around one in three people would be willing to allow an AI-based robot lawyer to represent them, but predominantly only if a human lawyer supervises the process. This caution is especially pronounced when legal matters reach court, where 93 percent of respondents said they would not trust a robot to handle proceedings independently.

Cost advantages emerged as a major factor encouraging the adoption of AI in the legal field. Nearly half (47 percent) of those surveyed cited lower fees as the biggest incentive, followed by 24/7 availability and faster resolution times, both at 35 percent. Respondents also expressed a strong expectation of reduced costs with AI legal services, with an average anticipated discount of 57 percent compared to traditional lawyers.

The willingness to employ AI also varies significantly depending on the type of legal matter. The survey shows higher acceptance for straightforward cases such as rental agreement reviews (47 percent) and contesting parking tickets (46 percent). Conversely, acceptance dropped sharply for emotionally or legally complex matters: only 17 percent would consider AI for divorce or redundancy disputes, and a mere 11 percent for criminal defence cases. Furthermore, 61 percent of respondents expressed distrust towards AI assistance in criminal law.

When it comes to sources of trust for legal advice, traditional human lawyers remain dominant, with 69 percent expressing preference for them. Meanwhile, 27 percent would trust lawyers who utilise AI as an aid, but only 4 percent would rely solely on AI without human involvement.

A significant majority of respondents (82 percent) believe that lawyers should undergo safety or compliance training before employing AI tools, signalling public concern about regulation and responsible usage. The public also associates legal AI services with benefits such as greater affordability (47 percent), reduced bias (38 percent), improved accuracy (24 percent), and enhanced transparency (21 percent).

The survey additionally reflects broader dissatisfaction with the UK legal system, perceived by many as expensive, elitist, and difficult to access. These findings illustrate a nuanced public attitude toward AI in the legal sector—recognising its potential advantages while emphasising the necessity for human oversight and regulatory safeguards.

The Digital Journal is reporting these findings, which provide valuable insight into evolving public perceptions and the future integration of AI technology within legal services in the UK.

Source: [Noah Wire Services](https://www.noahwire.com)

## Bibliography

1. <https://www.yorkshirelegalnews.co.uk/a-recent-survey-shows-that-the-british-public-is-cautious-about-using-ai-in-the-legal-field/> - This article discusses a survey indicating that 42% of respondents oppose the use of AI in the legal workplace, aligning with the article's claim about public caution towards AI in legal services.
2. <https://www.publictechnology.net/2024/12/19/science-technology-and-research/major-government-survey-finds-public-perceptions-of-ai-are-dominated-by-concerns/> - The survey highlights that public perceptions of AI are dominated by concerns, supporting the article's assertion of public wariness towards AI in legal contexts.
3. <https://www.gov.uk/government/publications/public-attitudes-to-data-and-ai-tracker-survey-wave-4/public-attitudes-to-data-and-ai-tracker-survey-wave-4-report> - This government report provides insights into public attitudes towards AI, including concerns about its use in public services, corroborating the article's mention of public apprehension.
4. <https://www.artificiallawyer.com/2024/12/03/bias-inaccuracy-key-concerns-with-legal-ai-tools-survey/> - The survey identifies bias and inaccuracy as key concerns with legal AI tools, supporting the article's mention of public concerns about AI in legal services.
5. <https://www.fgsglobal.com/insights/news/fgs-global-radar-report-reveals-generational-divide-in-attitudes-towards-impact-of-ai> - The report reveals a generational divide in attitudes towards AI, with younger adults showing more skepticism, aligning with the article's mention of varying acceptance based on legal matter complexity.
6. <https://www.itif.org/publications/2024/07/15/what-does-the-public-think-about-ai-uk/> - This publication discusses the UK's approach to AI governance, balancing public concerns with promoting innovation, supporting the article's mention of public attitudes towards AI in the legal sector.
7. <https://news.google.com/rss/articles/CBMi0gFBVV95cUxQMEN0YmdrQ1JWS2s2UENlYU1jeENMRlhlTFFWMTI5UVVROGpkV2J4UmNtYVM4WERKaGNjdEp0N2t1UGpENzRrSEVhVFg2eXp1eDZyTk9aRTRNbFpONHlvd05PMXFRYV9WR1NxV3NnMzBKbU9QT00zdmd3cDd0TGtaaXFORUI1c1JQUXFCeVVLbzd1NHBjVllKT04yS01HZEFDdVVIZFM0XzhjYWJaTlVsNk9SMXc4emtqOGZ3RlR1WDdWYm5mUk1oRXZVeVk1UHdxRHc?oc=5&hl=en-US&gl=US&ceid=US:en> - Please view link - unable to able to access data