# Public scepticism limits AI’s role to administrative tasks in legal sector, survey finds



A recent survey sheds light on the ambivalence surrounding the integration of artificial intelligence (AI) within the legal sector. Conducted by Robin AI, the survey encompassed over 4,000 participants across the UK and the US, revealing a complex relationship between the public, legal services, and AI technology. Despite a modest level of trust in AI for administrative tasks, the overwhelming sentiment remains that human representation is vital, particularly in high-stakes legal scenarios.

Only a mere 10% of respondents expressed full trust in law firms, with even fewer—just 8%—placing confidence in large corporate firms. The perception of the legal system as elitist was particularly acute in the UK, with 23% of those surveyed categorising it in this way. This dissatisfaction prompts a significant divide, as 69% of respondents preferred traditional lawyers for legal advice over AI, with only 4% willing to rely on AI exclusively.

The survey further underscored a profound distrust of AI in sensitive personal matters. A staggering 93% of respondents indicated they would not allow AI to represent them in court. Support for AI in areas like criminal defence was similarly scant; merely 11% of participants were amenable to an AI-driven approach. Conversely, there was a slightly more favourable view towards using AI for administrative tasks, with approximately 47% open to having AI review rental agreements or draft wills, suggesting a cautious acceptance primarily tied to less complex legal issues.

Notably, public frustration with existing legal services was a dominant theme throughout the responses. Just 10% of those surveyed believed that legal services are accessible to all, with 64% labelling the legal system as 'expensive' and a further 34% asserting that it is designed for the wealthy. The desire for reform is palpable; 82% of respondents endorsed the idea that lawyers should undergo mandatory compliance training before employing AI tools in their practices.

Robin AI's CEO, Richard Robinson, articulated the urgency for reform within the legal profession, noting that the data reflected a systemic issue in how legal services are provided. According to him, the sentiment that 90% of the public views access to legal services as insufficient signals a clearer need for restructuring aimed at inclusivity. He commented, "With the right safeguards, AI gives us a rare chance to rebuild it for everyone, not the privileged few."

In a related context, the Solicitors Regulation Authority (SRA) recently authorised the first law firm, Garfield.Law Ltd, to provide AI-driven legal services in England and Wales. The SRA aimed to assure the public that necessary safeguards are in place, affirming the potential for AI to enhance the speed and affordability of legal services while maintaining consumer protections. Paul Philip, chief executive of the SRA, echoed similar concerns regarding public access to legal representation, advocating for innovative solutions to address these challenges.

The scepticism towards AI is not an isolated phenomenon in the UK. A parallel survey conducted in the US revealed that 79% of Americans believe the court system is biased, with many expressing a preference for AI judges over human counterparts. This raises profound questions about societal perceptions of fairness and equality within legal systems that many consider flawed.

Interestingly, while the potential for AI to revolutionise legal practice is acknowledged, particularly among legal professionals, the level of scepticism regarding its ability to manage high-level tasks remains prominent. Surveys indicate that about 62% of legal professionals believe effective AI utilisation will differentiate successful firms from their less successful counterparts in the near future. However, there is a significant concern about the integrity and reliability of AI in executing complex legal arguments or making judgements based on nuances that only seasoned practitioners might grasp.

As the legal industry contemplates the future of AI integration, it becomes clear that while technology promises efficiency and accessibility, the necessity for stringent oversight and ethical considerations is paramount. Public trust must be a cornerstone of any progress in this initiative, ensuring that AI remains a tool for the many rather than a privilege for the few.

In navigating the intersection of technology and law, maintaining accountability and transparency while pursuing innovation will be critical for the evolution of legal services as the profession adapts to the changing landscape.

### Reference Map

1. Paragraphs 1, 2, 3, 4, 5, 6, 7
2. Paragraphs 1, 2, 3, 4, 5, 6, 7
3. Paragraphs 1, 3
4. Paragraphs 6, 7
5. Paragraphs 1, 6
6. Paragraphs 6
7. Paragraphs 6

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

## Bibliography

1. <https://todaysconveyancer.co.uk/public-remain-suspicious-ai-law-despite-low-confidence-elitist-legal-sector/> - Please view link - unable to able to access data
2. <https://www.globallegalinsights.com/news/public-wary-of-robot-lawyers-without-human-oversight-survey-finds/> - A survey commissioned by Robin AI and conducted by Perspectus Global reveals a significant lack of public trust in the legal industry, with only 10% of respondents fully trusting law firms. While there's cautious openness towards AI in legal services, most prefer human oversight. The study also highlights concerns about the legal system being 'expensive' (64%), 'for rich people' (34%), 'intimidating' (30%), and 'elitist' (21%). Additionally, 82% of UK respondents believe lawyers should undergo mandatory safety or compliance courses before using AI tools.
3. <https://www.accesswire.com/752602/americans-verdict-many-would-prefer-ai-judges-to-humans-the-harris-poll-finds> - A Harris Poll survey indicates that 79% of Americans believe the court system is biased and provides unequal justice. Notably, 43% of respondents would prefer an AI judge over a human one in potential court hearings. The study also highlights perceptions of bias favoring the ultra-wealthy (55%), celebrities (54%), and political leaders (48%), while being biased against people with prior offenses (49%) and undocumented immigrants (45%).
4. <https://www.lawnext.com/2023/08/nearly-half-of-legal-professionals-and-consumers-believe-generative-ai-will-transform-law-practice-lexisnexis-survey-finds.html> - A LexisNexis survey of 7,950 lawyers, law students, and consumers across the U.S., U.K., Canada, and France reveals that nearly half (47%) believe generative AI will have a significant or transformative impact on the practice of law. Additionally, 45% believe it will have some impact, while only about 7% believe it will have no impact. Among corporate counsel, there's an expectation that law firms representing them will adopt AI technology.
5. <https://www.wolterskluwer.com/en/news/survey-predicts-generative-ai-use-will-separate-successful-from-unsuccessful-law-firms> - A survey sponsored by Wolters Kluwer and conducted by Above the Law indicates that 62% of respondents believe effective use of generative AI will distinguish successful law firms from unsuccessful ones within the next five years. Over 80% agree that generative AI will create 'transformative efficiencies' within legal research and other routine tasks. However, there's skepticism about AI's ability to execute high-level legal work, with less than half (31%) agreeing it will transform such tasks.
6. <https://www.theaipi.org/poll-shows-voters-oppose-open-sourcing-ai-models-support-regulatory-representation-on-boards-and-say-ai-risks-outweigh-benefits-2/> - A poll by the Artificial Intelligence Policy Institute (AIPI) reveals that 73% of voters believe AI companies should be held liable for harms from technology they create. Additionally, 77% support a law requiring political ads to disclose their use of AI, and 64% favor the government creating an organization tasked with auditing AI. The poll also shows a preference for addressing powerful unknown threats over weaker known near-term threats.
7. <https://www.jdsupra.com/legalnews/bclp-arbitration-survey-2023-ai-in-ia-8303970/> - The BCLP Arbitration Survey 2023 highlights concerns about the impact of AI tools on the integrity of evidence in arbitration. 86% of respondents are very or somewhat concerned about this risk. Additionally, 49% of respondents have experienced the integrity of evidence being compromised due to the use of AI tools in arbitration. The survey underscores the need for vigilance and regulation in the adoption of AI within legal proceedings.