ABBYY

GLOBAL EDITION

AI ACCOUNTABILITY AND THE GOVERNANCE GAP

AI adoption is accelerating. Accountability, oversight and trust aren't keeping pace

AI is moving faster than governance

54% say AI is being adopted faster than their organization can effectively govern it.

And when AI produces harmful or incorrect outputs, there's no clear consensus on who should answer for it.

Governance is being seen as a barrier

For **70%**, data governance is slowing AI deployment

Meanwhile, **34%** say ethical concerns slow AI initiatives

The challenge: Organizations need to govern AI without putting innovation on hold.

No clear agreement on who is responsible for AI

Senior leaders are divided on who should be accountable when AI goes wrong

31% Organization + vendor

26% Organization using AI

20% AI vendor

12% End user

10% Regulators

The problem: Responsibility is fragmented — and that creates a governance gap.

The cost of getting it wrong shows up in ROI

AI investment isn't consistently translating into expected returns

Only **less than half** say their AI initiatives have exceeded expectations

The top three barriers?

- Data quality
- Integration with existing systems
- Implementation costs

The biggest AI problem may not be the model, but the data and trust behind it

Only **22%** completely trust AI to operate without unacceptable risks.

26% completely trust AI to produce accurate outputs, explain important decisions, or protect confidential information.

Governance can be part of the solution

The organizations governing AI effectively are seeing better results

78% say governance has made their AI initiatives more successful

75% say their governance approach effectively balances risk mitigation with the need to deliver AI quickly

Good governance doesn't have to slow AI down. It can help it scale.

The framework is there. The fail-safe isn't

Most organizations have governance policies. Far fewer are ready for an AI incident

82% have a formal AI governance framework

But only:

50% Have incident reporting

46% Have an incident response plan

35% Have a kill switch

35% Have rollback capabilities

Having rules for AI is not the same as being ready when AI fails.

Humans are still the final check

56% say humans review all important AI decisions before action is taken

Why it matters:
As AI takes on more consequential decisions, human oversight remains a critical safeguard as organizations work to manage AI risk and accountability.

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Methodology: Opinium research of 1,200 senior managers or above in companies of 100+ employees in the US, UK, France, Germany, Australia and Singapore. Research undertaken between 15 July – 3 August 2026.