ABBYY

US 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

60% 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 **64%**, data governance is slowing AI deployment

Meanwhile, **66%** 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

32% Organization + vendor

25% Organization using AI

22% AI vendor

10% Regulators

9% End user

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

53% say their AI initiatives have exceeded expectations

The top three barriers?

- Data quality
- Implementation costs
- Integration with existing systems

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

33% completely trust AI to operate without unacceptable risks

39% completely trust AI to produce accurate outputs

40% completely trust AI to explain important decisions

40% completely trust AI to protect confidential information

Governance can be part of the solution

The organizations governing AI effectively are seeing better results

83% say governance has made their AI initiatives more successful

86% 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

85% have a formal AI governance framework

But only:

50% Have an AI incident response plan

48% Regulatory notification procedures

48% Incident reporting process

45% Root cause investigation procedures

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

Humans are still the final check

60% 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.

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