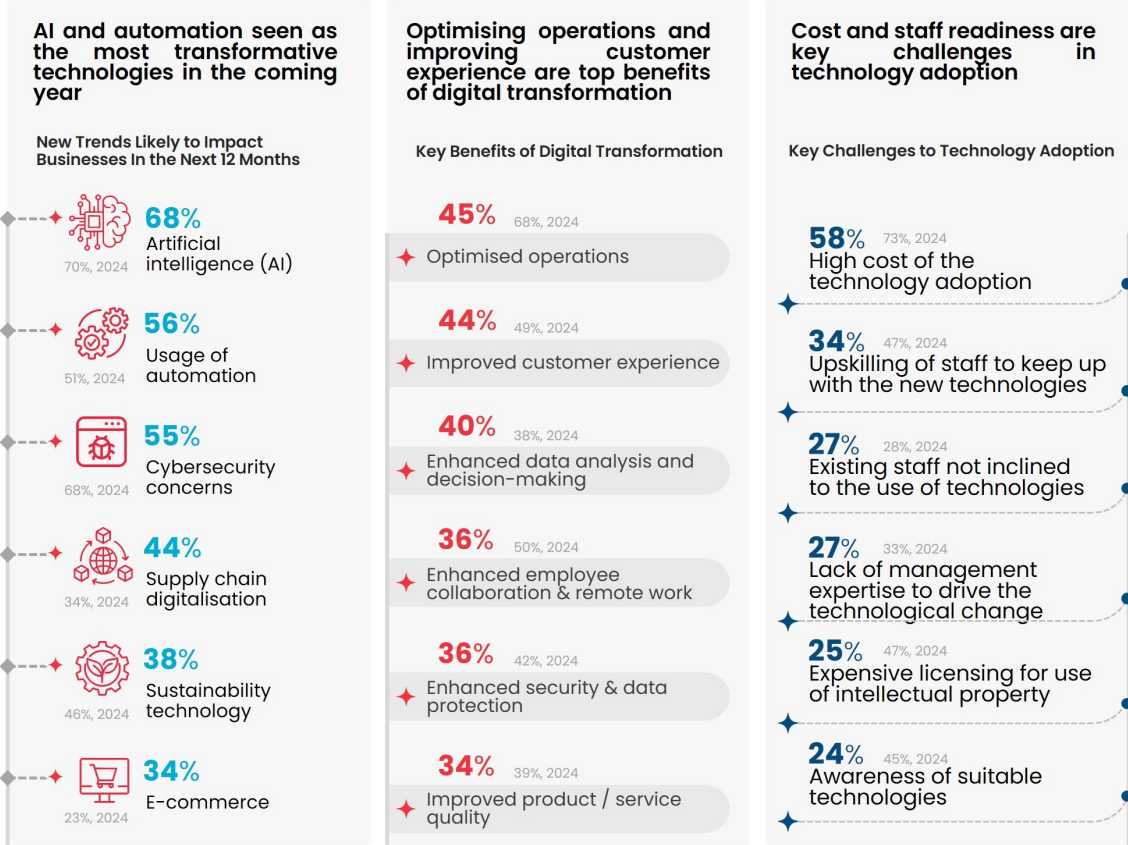


SBF NATIONAL BUSINESS SURVEY 2025
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Outlook on Digitalisation & Innovation

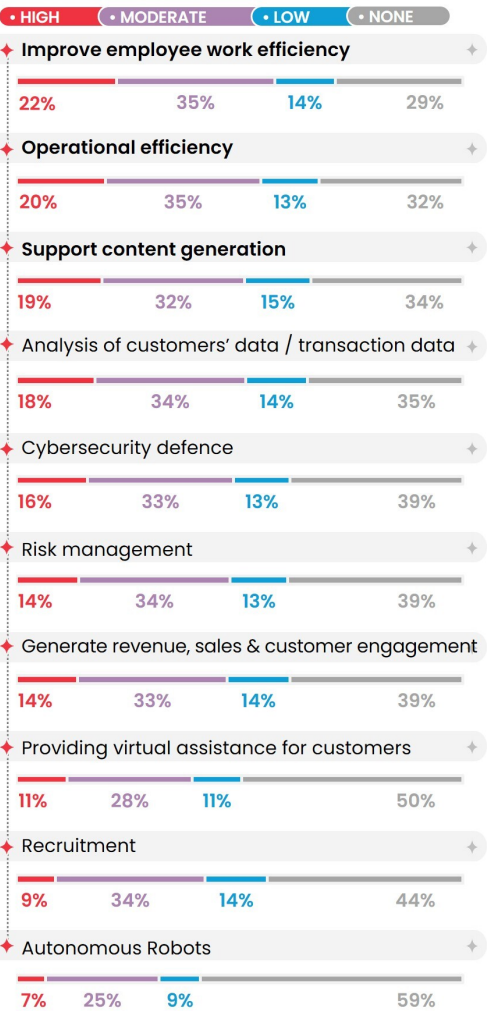


Outlook on AI & Cybersecurity

AI implementation varies across business domains

Businesses are leveraging AI for efficiency gains, content generation and data analysis, but less so in customer support, recruitment and autonomous robotics.

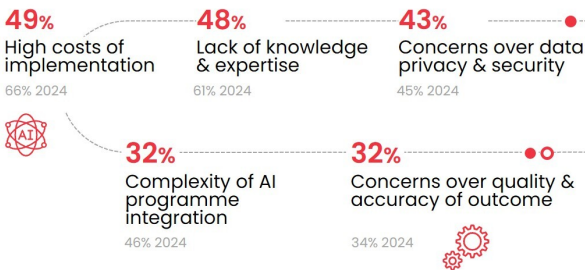
AI Implementation across Business Domains



The cost and knowledge barriers to AI adoption are softening, though they remain key challenges to AI adoption.

Concerns on data privacy and security as well as quality and accuracy remain comparably high at 43% and 32% respectively.

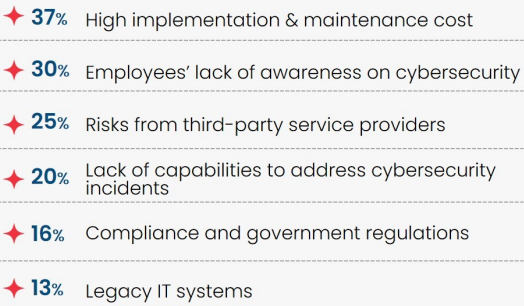
Key Challenges to AI Adoption



Most businesses remain confident in their cybersecurity capabilities to safeguard against threats

3 in 4 businesses are confident that their cybersecurity measures will protect them from cyber threats. High implementation and maintenance costs, employees' lack of awareness and risks from third-party service providers continue to weigh on businesses.

77% are confident that their cybersecurity measures will protect them from cyber threats



View the Full Report

The full report can be accessed via the following ways:

- Visit SBF website: <https://www.sbf.org.sg/what-we-do/advocacy-policy/sbf-research-reports>
 - SBF National Business Survey 2025 – Digitalisation Supplement Report: https://www.sbf.org.sg/docs/default-source/advocacy-policy/sbf-nbs-2025-digitalisation-supplement-report2f0fe896-cd74-4fac-b3eb-66127b0959d7.pdf?sfvrsn=7fe95951_1

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