

2023 Study

CHATGPT AND THE LIKE IN A PROFESSIONAL CONTEXT.

EFFECTS ON THE WORLD OF WORK.

A BRAVE NEW WORLD OF WORK. WITH AI SUPPORT?

iu

INTERNATIONAL
UNIVERSITY OF
APPLIED SCIENCES

Everyone's talking about AI bots. ChatGPT in particular has quickly shot to fame. According to a study conducted by IU International University of Applied Sciences, more than a third (34.3%) of people working in Germany consider the use of such AI technologies in their professions to be useful to very useful. Above all, respondents expect ChatGPT and the like to make research easier (48.3%) and make work faster and more efficient (43.8%). Only 9.3% cannot see any advantage.

34.3%

of respondents find AI technologies such as ChatGPT useful to very useful for their profession. *

*Question: How useful is the use of such technologies / would the use of such technologies be in your profession? Only the answers "very useful" and "useful" on a scale of 1 to 5

What advantages does the use of technologies such as ChatGPT offer, and/or what advantages would you expect? In %: top 7 answers

48.3 Easier research

43.8 Quicker, more efficient work

32.3 More flexibility in terms of time and space

25.9 Less inhibited when asking questions

13.6 More motivation to learn

13.0 I cannot judge.

9.3 I cannot see any advantage.

AI BOTS

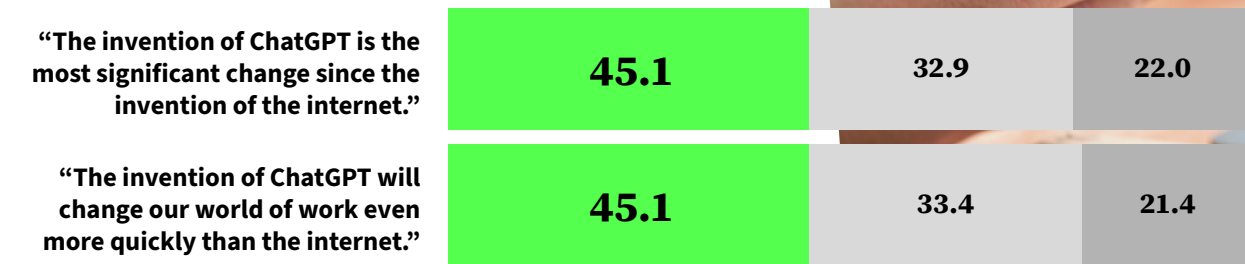
AI bots are highly developed language models based upon artificial intelligence (AI). They are designed to have human-like conversations and answer a variety of questions in natural-sounding language.

THE DAWNING OF A NEW ERA.

A POTENTIAL MILESTONE FOR THE FUTURE...

45.1% of respondents think that ChatGPT and the like represent the most significant change since the invention of the internet. Just as many are of the opinion that the world of work will change even more quickly as a result of AI bots such as ChatGPT.

To what extent do you agree or disagree with the following statements? In %: excerpt from the statements included in the survey



■ Completely agree/Tend to agree
 ■ Neither agree nor disagree
 ■ Tend to disagree/Strongly disagree

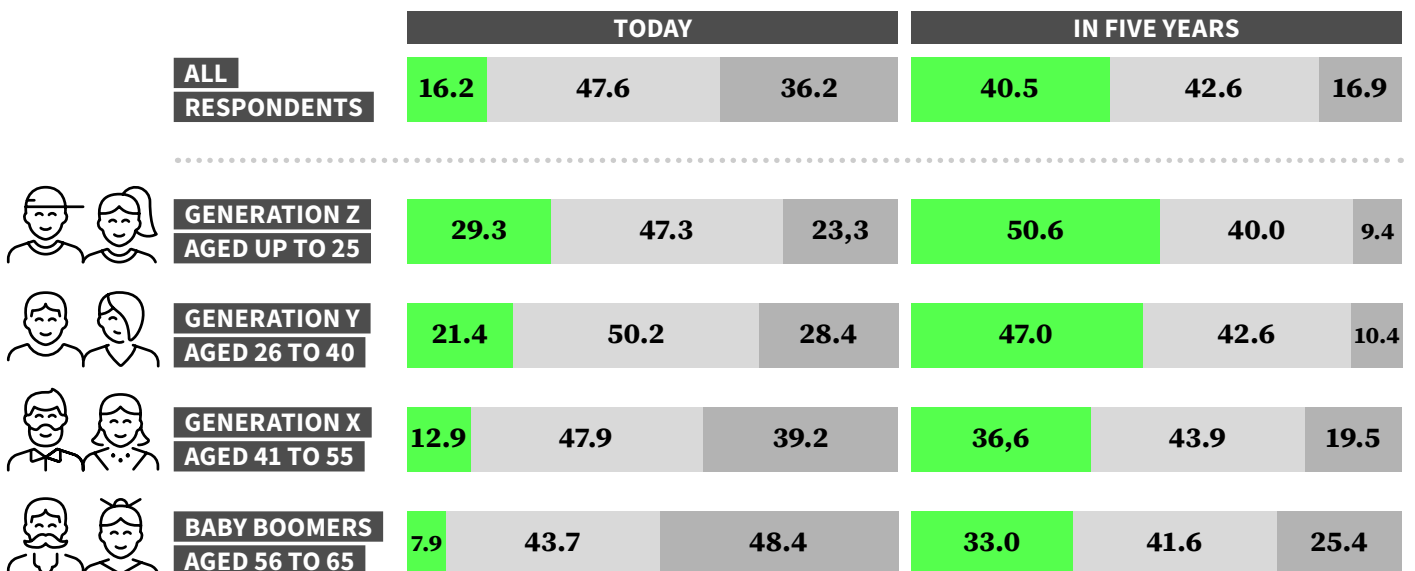


...WITH A GROWING IMPACT ON THE WORLD OF WORK.

16.2% of respondents see ChatGPT as having a (very) big impact on modern-day working life. Many more respondents (40.5%) expect a big or very big impact within five years. This is particularly true of generation Z, of whom over half (50.6%) expect a (very)

big impact. In contrast, generation X and baby boomers are less likely to agree, with a third (36.6% and 33% respectively) seeing it having a big impact or very big impact in five years.

What impact do you think technologies such as ChatGPT have on your working life? In %



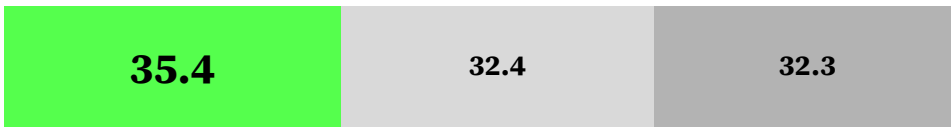
■ Very big impact/Big impact
 ■ Moderate impact/Little impacts
 ■ No impact at all

INTELLIGENT SUPPORT? GENERALLY A GOOD IDEA.

More than a third of people working in Germany expect AI technologies such as Chat GPT to assume some of their routine tasks and thus make their everyday working life easier.

To what extent do you agree or disagree with the following statement?

In %: excerpt from the statements included in the survey

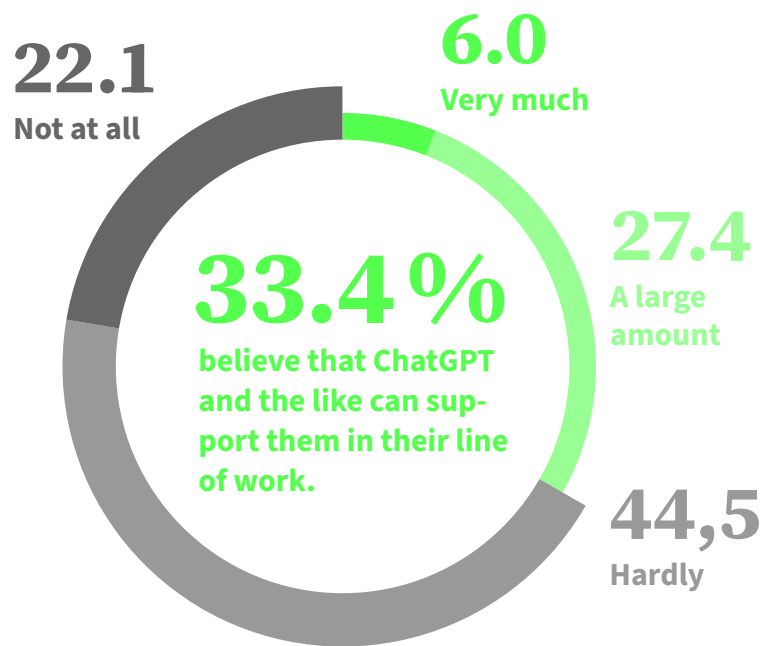


“In future, AI technologies such as ChatGPT will assume some of my routine tasks and make my everyday working life easier.”

■ Completely agree/Tend to agree ■ Neither agree nor disagree
■ Tend to disagree/Strongly disagree

Similarly, a third of respondents believe that ChatGPT and the like can support them in their core professional competencies. In contrast, 44.5% see little support for their competencies.

With regard to the competencies and skills that are most important for your profession: To what extent do you believe ChatGPT can support you in these areas? In %



A START HAS BEEN MADE.

ChatGPT was made available to the general public at the end of 2022. Currently, 6.1% of people working in Germany say that their current employer or they themselves as an entrepreneur or in a self-employed capacity use ChatGPT or a similar technology in some form.

Does your current employer or do you yourself as an entrepreneur or in a self-employed capacity already use ChatGPT or similar technologies in any form? In %

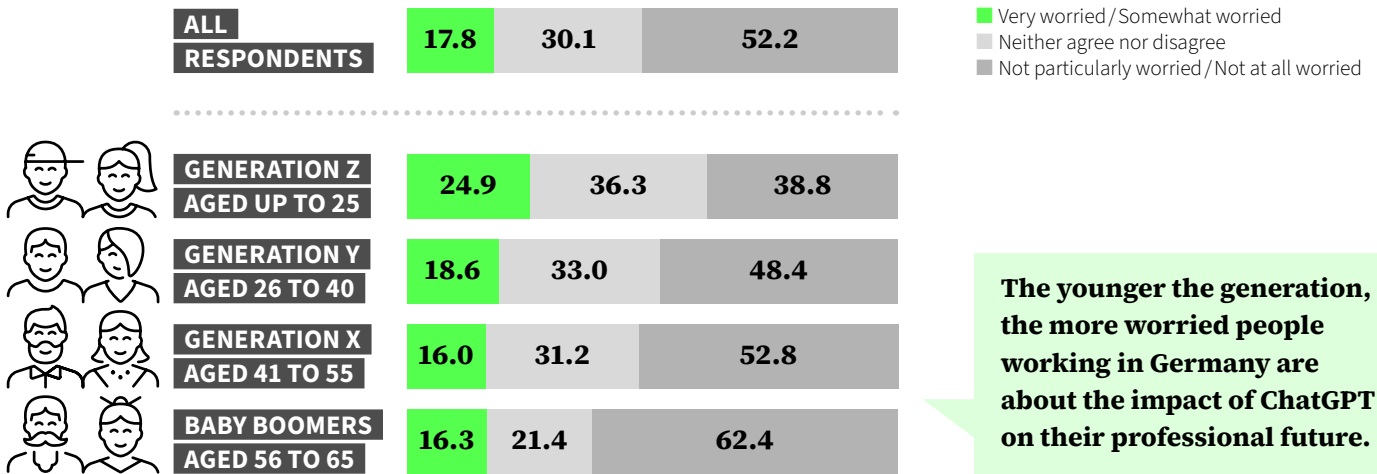
THE FUTURE OF WORK?

CHATGPT AND THE LIKE ARE CAUSING PEOPLE TO WORRY, PARTICULARLY THOSE IN GEN Z.

Almost one in five people working in Germany (17.8%) is somewhat or very worried about the impact of ChatGPT and the like on their professional future. More than half of respondents are not

particularly or not at all worried. Equally, 19.5% of respondents tend to agree or completely agree that their job will be at risk from ChatGPT and the like in future.

How worried are you about the impact of technologies such as ChatGPT on your professional future? In %

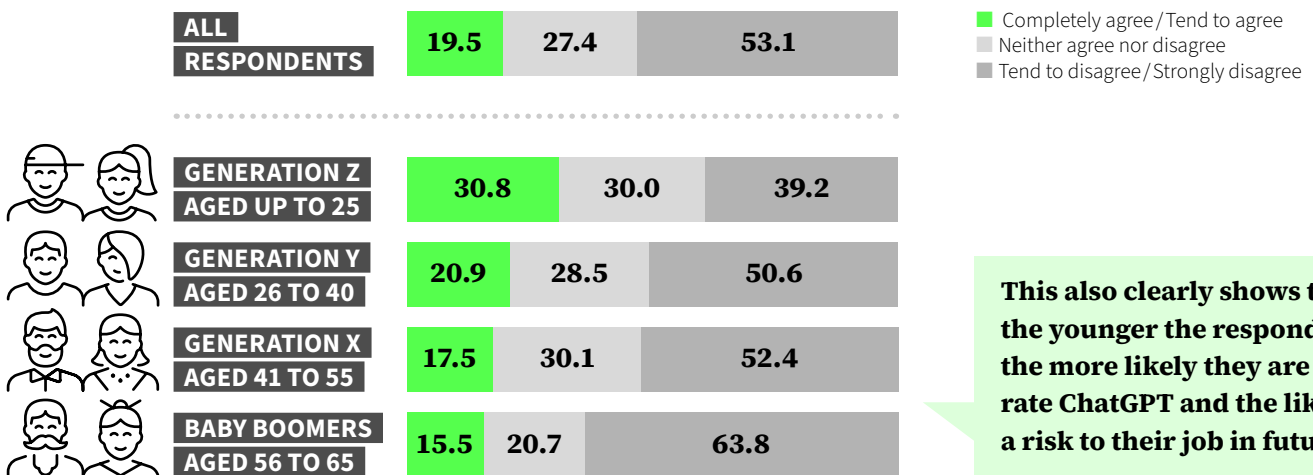


The younger the generation, the more worried people working in Germany are about the impact of ChatGPT on their professional future.

To what extent do you agree or disagree with the following statement?

In %: excerpt from the statements included in the survey

“In future, my job will be at risk from AI technologies such as ChatGPT.”



This also clearly shows that the younger the respondent, the more likely they are to rate ChatGPT and the like as a risk to their job in future.



Artificial intelligence can be used to automate certain tasks and complete them more efficiently, leading to changes in the way we work. AI can complete repetitive tasks, analyse data and provide insights, solve complex problems and, in some cases, even enable human-like interactions. This will make certain jobs obsolete and create new business areas. Therefore, it is only understandable that many people are worried about their professional future. This is even more the case for younger people, because they will be the most affected by the impact of AI. Approaches such as Human Friendly Automation are becoming increasingly important as a result.”

Dr Markus Schmitz
 CIO of the German Federal Employment Agency



TRAINING? NECESSARY, BUT RARELY OFFERED.

Almost two thirds of respondents (61.4%) think special training is needed to make proper use of ChatGPT and the like. This is in contrast to the finding that, currently, only 10% of companies offer or plan to offer this kind of training.

Do you believe that special training is needed to make proper use of ChatGPT? In %



Has your company already offered training on the use of ChatGPT? In %



“ I use AI such as ChatGPT every day and have already experienced a significant increase in productivity. However, these programs are currently only at the beginning of their evolutionary journey and will rapidly develop. I see enormous potential for transformative changes to our lives and the way we work. Training is the key to unleashing this revolution. I recommend that every individual and every company get to grips with AI now.”

Dr Thomas Fink
Head of the IU Academy



IMPRINT

Publisher:

IU International University of Applied Sciences
Juri-Gagarin-Ring 152 • 99084 Erfurt • iu.org

The Ministry of Economics, Science and Digital Society of the State of Thuringia is responsible for the IU International University of Applied Sciences at all study locations in matters relating to higher education law.

Target group:

2,030 people working in Germany, aged between 16 and 65, representative of age and gender in the German job market.

Survey period: 14–24 April, 2023
Panel: Gapfish

Although gender requires more than a binary classification into female and male, the data currently available for such an analysis is limited. In general, the numbers are too small to allow a statistically significant breakdown by additional variables. Therefore, for the purposes of this study, gender is considered in a binary system.

Contact us

If you have any questions or comments, please contact us: research@iu.org

You can also find us on:

