

2023 Study

CHATGPT AND THE LIKE – THE BIG DEBATE.

WHAT DO PEOPLE THINK OF AI BOTS?
WHAT CONCERNS DO PEOPLE HAVE?

AI TECHNOLOGY: THERE'S NO STOPPING IT.

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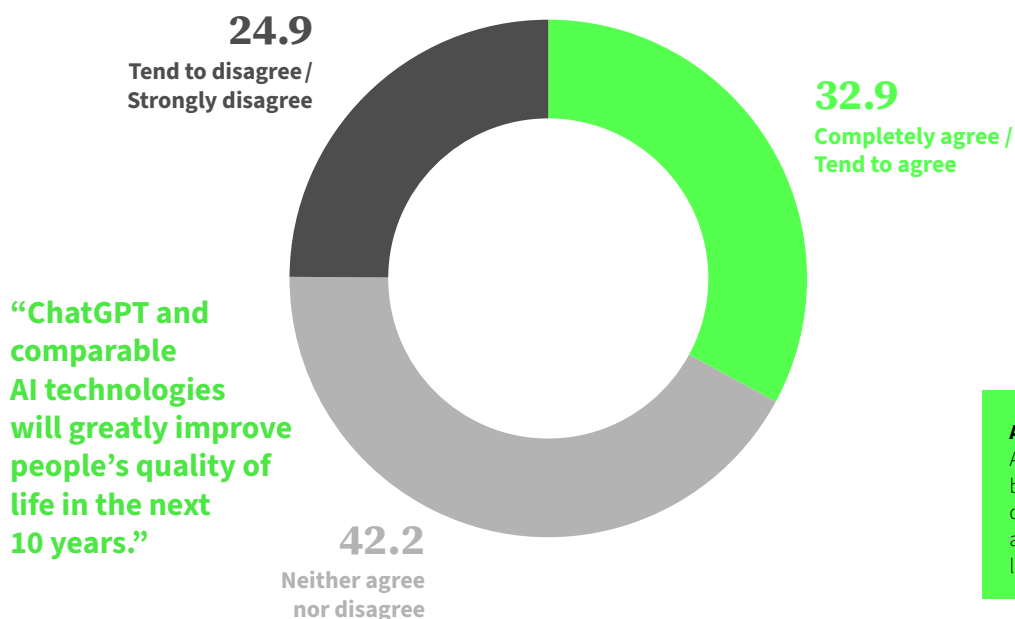
According to a study by IU International University of Applied Sciences, three quarters (76.5%) of people working in Germany are generally interested in ChatGPT and similar AI technologies. A third (32.9%) of respondents tend to agree or completely agree that ChatGPT and the like will improve people's quality of life in the next ten years. In addition to general approval, concerns are also noticeable (see next page).

76.5%

of respondents are generally interested in AI technologies such as ChatGPT.*

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

In %: excerpt from the statements included in the survey



*Question: How would you describe your general interest in new technologies such as ChatGPT? Only the answers "very interested" and "somewhat interested" on a scale of 1 to 5

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.

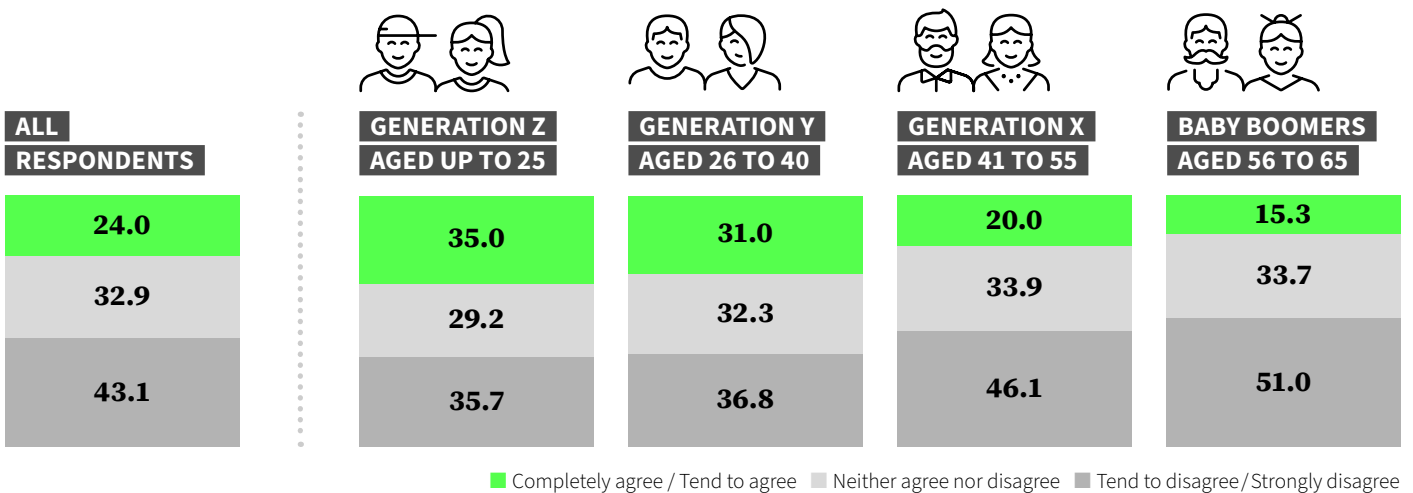
NEW TERRITORY: CHATGPT AND THE LIKE NOT VERY WELL INFORMED...

Only 24% of people working in Germany feel well informed about the possible risks and opportunities of AI technologies such as ChatGPT.

In contrast, 43.1% of respondents feel poorly informed or not at all informed about the possibly risks and opportunities. **Among baby boomers, this rises to 51%.**

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

“I feel well informed about the possible risks and opportunities that AI technologies such as ChatGPT could offer me and society as a whole.”

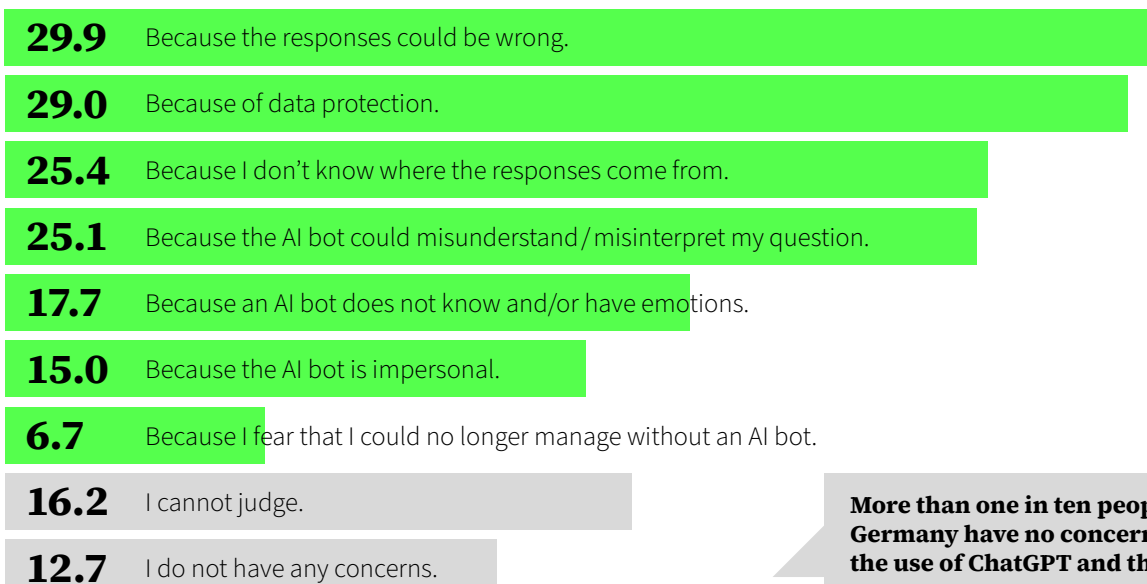


...AND NOT WITHOUT CONCERNS.

Data protection is one of the top reasons people have concerns. 29% of people working in Germany have their doubts about data protection when using AI technologies such as ChatGPT. 29.9% of respondents are concerned that the responses could be wrong. 25.4% are unsure where exactly the responses come from.

Why do you have / would you have concerns about using technologies such as ChatGPT?

In %: top 9 answers



More than one in ten people working in Germany have no concerns when it comes to the use of ChatGPT and the like.

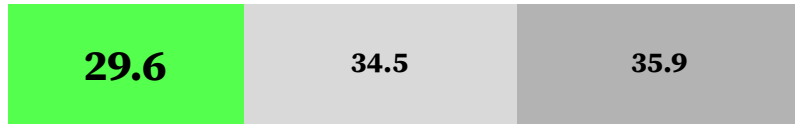
THE BIG AI QUESTION.

THE SIGNIFICANCE OF CHATGPT AND THE LIKE.

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

In %: excerpt from the statements included in the survey

“Dealing with AI technologies such as ChatGPT and societal regulation is as important to humanity as the fight against climate change.”



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

29.6% of respondents think that dealing with societal regulations for AI technologies such as ChatGPT is just as important as the fight against climate change.

In contrast, 35.9% tend to disagree or strongly disagree with the following statement.

REGULATION? IT'S IMPORTANT.

When it comes to regulation, approval is high. Over half of respondents (55.1%) completely agree or tend to agree that there should be a strict regulatory framework for the development and use of ChatGPT and the like. Across the generations, the highest approval level is amongst baby boomers (61.4%).

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

“It is very important that there is a strict regulatory framework for the development and use of ChatGPT, even if this limits innovation.”



ALL RESPONDENTS



GENERATION Z AGED UP TO 25



GENERATION Y AGED 26 TO 40



GENERATION X AGED 41 TO 55



BABY BOOMERS AGED 56 TO 65



The older the generation, the more important they think it is to regulate ChatGPT and the like.

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



The regulation of AI could contribute towards building trust in the technology and establishing a balance between innovation and social responsibility. The older generation has more life experience, so it's hardly surprising that they are more in favour of a framework for preventing the misuse of AI than younger generations.”

Prof. Dr Thomas Zöllner

Professor of Data Science and Artificial Intelligence at IU International University of Applied Sciences

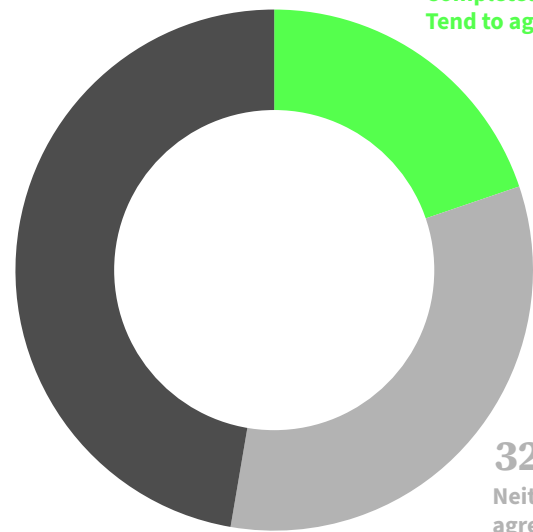
FOR MANY, IT'S STILL NOT ENOUGH: THE PUBLIC DEBATE.

Is there enough discussion about the risks and opportunities of ChatGPT and the like in German politics and among the German public? Almost half of respondents (47.3%) tend to disagree or completely disagree with this statement.

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

“There is enough debate about the risks and opportunities of AI technologies such as ChatGPT in German politics and among the German public.”

47.3
Tend to disagree / Strongly disagree



32.9
Neither agree nor disagree



There is a lack of laws and clear guidelines for the prudent regulation of AI in Germany. For this reason, there is uncertainty and hesitancy about initiating a broad debate on AI. To address this, policy-makers, experts and the public need to come together and comprehensively discuss AI technologies such as ChatGPT. This requires improved education about the potentials and risks of AI, as well as greater involvement of civil society to adequately address citizens' interests. Only by having this discussion can we establish responsible, future-oriented AI policies.”

Prof. Dr Thomas Zöller

Professor of Data Science and Artificial Intelligence at IU International University of Applied Sciences

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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:

