THE IMPACT OF CHATGPT ON JOB ROLES AND EMPLOYMENT DYNAMICS

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Abstract:

The advent of ChatGPT has a profound impact on various industries and job roles. This research aims to analyze changes in the job scenario being brought about ChatGPT including the transformation of existing roles and the emergence of new job opportunities. By examining the effects of ChatGPT on different sectors, this study seeks to provide insights into the evolving landscape of employment and the skills required to thrive in a world influenced by AI-powered chatbots. We assess the impact Chatgpt has on job roles and employment dynamics. The study is conducted on a sample of 220 professionals in industries in the process of integrating artificial intelligence in productive operations. The Chi-square was used testing the association between the artificial intelligence and employment dynamics. The results demonstrated that the organizations integrating artificial intelligence in their operations are experiencing significant changes in duties and responsibilities, significant negative association with the demand for employees and emergence of new job opportunities. The majority of the respondents favoured ChatGPT's contribution in the improvement in the efficiency and productivity of tasks. However, ChatGPT will potentially replace certain job roles or functions and will impact on the skills and qualifications for job roles.

Keywords :
ChatGPT, Artificial intelligence, Employment dynamics, Emerging job opportunities , Risks and biases of Chatgpt , AI-driven environment ,

Introduction:

Artificial intelligence (AI) has made incredible strides in recent years, enabling the creation of complex language models like ChatGPT. These chatbots have transformed how people interact with technology, allowing for more human-like dialogues and bringing about changes across various industries. With the GPT (Generative re-trained Transformer) series, OpenAI progressed, ChatGPT was first developed. The GPT models pioneered a method known as "unsupervised learning," which enables the models to learn from enormous volumes of text data that are readily available online. The 2019 release of GPT-2, which displayed excellent ability in producing text that was logical and contextually appropriate, paved the way for future developments. The OpenAI platform is used by Microsof's Bing search engine, which is powered by ChatGPT, to generate content and answer queries. The actual source of power for Bing is GPT-4. With the ability to generate, revise, and iterate on creative and technical writing assignments including songwriting, screenwriting, and writing to a user's writing style, GPT-4 is more imaginative and collaborative than ever. GPT-3, a ground-breaking language model that OpenAI unveiled, blew the AI community away. GPT-3, the largest language model ever constructed at the time with a mind-boggling 175 billion parameters, displayed extraordinary ability in language generation, text completion, translation, and even question answering. The adaptability of GPT-3 prompted a great deal of curiosity in the prospective uses of chatbots OpenAI demonstrated its chatbot skills through a number of demonstrations after the release of GPT-3. The chatbot showed its capacity to comprehend and produce human-like responses across a wide range of topics by engaging in coherent and contextually pertinent conversations with users. Developers are now able to

incorporate the ChatGPT chatbot into their own platforms and applications thanks to OpenAI's introduction of an API (Application Programming Interface). As a result, there are now more opportunities to incorporate conversational AI into a variety of programmes and services, including chat-based customer care systems and virtual assistants. with AI.

Advancements in Customization and Fine-Tuning: OpenAI offered methods for fine-tuning ChatGPT, allowing users to modify the chatbot's actions and responses to fit certain applications or domains. This development made it possible to use ChatGPT in various industries with more control and customised experiences. Continued Model Refinement and Updates: Based on user input and continuing research, OpenAI has continued to work on improving and updating ChatGPT. OpenAI has continually worked to improve ChatGPT's capabilities and performance by fixing issues, enhancing the chatbot's comprehension of context, and growing its knowledge base. Meena **(2020)** a Google chatbot, is an AI created to have meaningful and genuine conversations. Blender is an open-source conversational AI developed by **Facebook (2020).** Natural language understanding and generating skills are built into **Alibaba's DuerOS (2018),** an AI platform that powers smart devices and virtual assistants and enables voice interactions with users. One of the most notable instances of AI is Apple's Siri, a smart personal assistant that combines speech recognition and natural language processing to carry out tasks and give information. The rising use of AI like ChatGPT is anticipated to have an impact on how people engage with technology, bring about significant changes in job positions, and alter employment dynamics. It's conceivable that a number of occupations and job roles may be replaced. More specifically, ChatGPT and comparable forms of AI may have an impact on media jobs such as advertising, content development, technical writing, journalism, and any role that requires content creation. AI is adept at reading, writing, and understanding text-based data, which explains why this is the case.One capability that would be anticipated to see an increase in generative AI technology is the ability to analyse and analyse enormous amounts of language-based data and information.

REVIEW OF LITERATURE

In their 2018 investigation into how AI is transforming jobs in India, Prasun Nandy and colleagues discovered that recent breakthroughs in AI, combined with hardware accessibility, have sparked a widespread use of AI, particularly in the private sector. This has inspired businesses to reinvent items and incorporate AI into their design. According to the report, 49% of the respondents have already deployed AI solutions in their companies and are seeing increases in productivity. Additionally, 74% of respondents thought AI-driven automatic notifications and warnings encouraged organisations to take initiative. With the advent of the digital age, AI has quickly developed into a crucial tool for making data-driven decisions that are reshaping everyday corporate operations. The increasing reliability on the predictive capability of AI to augment decisions is reflected by the support of 74% of the decision makers/influencers. Professionals would prefer to have systems or digital assistants for filling time sheets, updating calendars, tracking financials, managing emails as well as other routine paperwork. When it comes to jobs like preparing proposals, answering emails, and collaborating with other employees, the percentage of workers who would prefer digital assistance for their everyday tasks significantly decreases. These endeavours nevertheless rely on human intellect and contextual awareness to some level. However, the majority of respondents said they preferred automation in their daily job processes. Additionally, 70% of the respondents believed that working with AI will free up time for them to pursue their creative hobbies while allowing them to concentrate on important job. As a result, both the individual and the firm receive more value. **Cheng and Jiang (202),** who investigated the impact of AI-driven chatbots on user experience. The findings showed that users' happiness with chatbot services from their chosen business was positively correlated with four common gratifications associated with chatbot use, including information, amusement, media appeal, and social presence. In contrast, the amount of user happiness was decreased by the perceived privacy risk connected with chatbot use. Results showed that customer loyalty and continuous use of chatbot services were both positively impacted by user happiness. 444 college-educated professionals were given occupation-specific writing tasks by **Cezary Gesikowski in (2023)**, and half of them were randomly exposed to ChatGSPT. According to the study, ChatGPT significantly increased average productivity by reducing the amount of time required by 0.8 standard deviations (or about 44%) and boosting output quality by 0.4 standard deviations (or about 22%). This suggests that ChatGPT reorganised duties away from crude drafting and towards idea generation and editing, primarily substituting worker effort rather than complementing worker talents. Exposure to ChatGPT raised both anxiety and enthusiasm about automation technologies and improved job satisfaction and self-efficacy. According to the research, generative AI systems may have an effect on inequality, salaries, productivity, and employment. In their analysis of ChatGPT for employee engagement, **Springworks (2023)** came to the conclusion that

ChatGPT can help HR departments give employees individualised, interesting support and raise employee engagement and satisfaction. ChatGPT can be used for employee engagement to give staff members immediate assistance and answers to their inquiries as well as to gather feedback from staff members through surveys or polls. Additionally, ChatGPT can be used to send personalised messages to staff members, such as birthday greetings, messages for work anniversaries, or notes of congratulations, as well as to offer mental health support to staff members by responding to inquiries about mental health issues, offering advice on how to manage stress, and connecting staff members to pertinent resources and support services. The relationship between workers and the company may improve as a result. HR departments can increase employee satisfaction and productivity, lower employee turnover rates, and promote business success. **Kelechi Okeke (2023)** investigated how ChatGPT affected customer experience. One of his conclusions is that ChatGPT can offer 24/7, real-time, personalised client support. Multiple customer inquiries can be handled at once, cutting response times and raising customer satisfaction. Customers don't have to wait until business hours or deal with automated processes that frequently cause irritation in order to get the assistance and support they need. Customers will feel valued and appreciated, which has the potential to dramatically improve customer satisfaction and brand loyalty. The customer's intent may be understood by ChatGPT, which can then deliver responses that are specifically catered to their wants and preferences. To deliver a more individualised and pertinent experience, it might leverage data about the customer's past and preferences. For instance, depending on their prior purchases, a consumer who frequently orders from an online retailer may receive personalised recommendations. In addition to improving the customer experience, this can boost revenue and client retention. This degree of personalisation can boost brand loyalty and customer engagement. Because ChatGPT eliminates the need for big call centres and human customer service personnel, it can dramatically lower the cost of customer service. ChatGPT can assist businesses in saving money on staffing and training expenses by automating many of the functions that were previously carried out by human agents. ChatGPT, however, is a tool to supplement human agents' work rather than a replacement for them. Customers may still prefer to speak with a human agent in some circumstances. **Mikaela Cohen (2023)** investigated the impact of ChatGPT and A.I. on careers at all levels of professional expertise. According to a recent analysis by **Goldman Sachs,** "300 million global jobs could be exposed to automation, and one-fourth of all work could be replaced by generative artificial intelligence." With chatbots increasingly capable of writing material and producing pictures, AI threatens to replace people in a variety of repetitive tasks, including those currently performed by designers and software engineers. A wider range of jobs, from the highest executive positions down to routine tasks, are being impacted by AI. A chief AI officer will play a significant role in determining the organization's top technological priorities as AI gains traction. Jobs in service and call centres will have reduced entrance requirements. AI will have a positive impact on service organisations, especially those with repair professionals and call centre agents, as roles shift as the technology lowers entry barriers and skill requirements for a variety of vocations and industries. Companies will be able to hire more people because there are less barriers to becoming a technician or call centre representative. Because clients will anticipate quicker outcomes if there are more technicians on the job, AI will also alter customer demand. Middle managers must immediately adopt AI. Where possible, businesses and employees should embrace and use AI. The middle management is the most important level, by far. Office workers encounter difficulties, but middle management positions are where the effects of AI are most unclear. As long as they adapt and grow, middle management will be required in all industries, whether it is for the hiring of technicians or the AI department. The concept can be used in project management, human resources, and consultancy. Most people worry that these vocations will be replaced, but AI will assist safety by automating the routine activities associated with these roles and freeing up human beings to concentrate on the more creative, high-value work. The hazards that will surface as more employees use AI in the workplace can be disregarded, despite the fact that doing so has significant advantages. Undoubtedly, utilising has certain hazards. With AI, there are numerous opportunities for better education, awareness, and knowledge creation. AI is here to stay since it can create significant efficiencies.

OBJECTIVES OF RESARCH:

These are the goals of the research that has been done:

1. To study the artificial intelligence ChatGPT

2. To examine the current job dynamics.

3. To evaluate the impact of ChatGPT on employment dynamics.

METHODOLOGY:

Population: Professionals from industries integrating ChatGPT into their operations consists of the population for the study.

SAMPLE AND SAMPLING TECHNIQUE

A sample of 220 professionals from industries integrating ChatGPT into their operations particularly customer service, content creation, and knowledge based industries. The sample was selected using the convenience sampling techniques. As the number of professional from customer service, content-creation, and knowledge based industries is very large and it was very difficult to list all the professionals and then select 200 professional using a more scientific method of selection of sample.

Data Sources

The primary data was collected from 200 professional using a survey method of data collection.

Questionnaire

A dichotomous (Yes/No) answer questionnaire was designed to seek answers from the respondents relating to different areas changes in job roles and responsibilities in the organizations as a result of integrating ChatGPT, effect on the demand for human employees in the organizations, emergence of new job opportunities, improvement in the efficiency and productivity of tasks within job roles, potential to replace certain job roles or functions, impact on the skills and qualifications required for job roles, challenges to the ethical implications of using in job roles, influence on the job satisfaction and engagement of employees, resistance among employees towards adopting and working with AI, impact on the customer experience and service quality, specific areas or job roles within the organization experiencing significant changes, cost savings or operational efficiencies. Out of the 200 questionnaires distributed, 195 were received and 190 questionnaires were usable for further analysis.

ANALYSIS OF DATA AND INTERPRETATION

The following table provides the data for sample profile in terms of age, gender, annual household income,higher level of education, corporate chatbot services

SAMPLE PROFILE

Age	40 and Below	40-50	050 above
	41(20.5%)	101 (50.5%)	58 (29%)
Gender	Male	Female	Other
	113 (56.5%)	83 (41.5%)	4 (2%)
Annual Household Income	50-60 lakh	60-70 lakh	70 and above
	40 (20%	130 (65%)	30 (15%)
High Level of Education	Bachelor's Degree	Master's Degree	College but no degree
	59 (29.5$)	135(67.5%)	6 (3%)
Corporate Chatbot Services	Bank of America	Microsoft	Paypal
	40 (20%)	120 (60%)	40 (20%)

The mean age of 200 participants of this study was (56.5% male; 41.5% female;.2% other) was 34.44 (SD = 9.89). A total of 200 participants (20.0%) reported their annual household income range as Rs. 50 to 60 lakhs

followed by 60 to 70 lakhs (n = 130 65%%), 70 lakhs and above (n = 30; 19.8%). In terms of participants' highest level of education, three largest groups included 59 Bachelor's degree (67.5%%), 137 (67%) master's degree, and 6 (3% collge but not degee The top three corporate chatbot services that participants selected included Bank of America (n = 40 (20%), Microsoft (n = 120; 60%%), and PayPal (n = 40; 20%)'

1. Changes in job roles and responsibilities in the organizations as a result of integrating ChatGPT,

Table 1 Job Roles and Responsibilities

Area of Concern	Yes	No	Not sure	Total
Changes in job roles and responsibilities in the organizations as a result of integrating ChatGPT,	170	25	5	200
Percentage	85	12.5	2.5	100

According to the aforementioned table, the majority of respondents (85%) agreed that organisations are likely to see sizable changes in job roles and responsibilities as a result of ChatGPT integration. It is not noteworthy how many answers were unfavourable or indifferent. An AI interface called ChatGPT, which is based on the GPT-3 big language model, can create practically any text or printed output with a level of quality that almost makes it appear as though it was authored by a person. The World Economic Forum pointed out that although some jobs might become obsolete, people won't. As an alternative, humans could learn how to work with AI, using it to automate daily tasks while honing their talent. AI has the advantage of freeing up time to concentrate on creating and utilising abilities that machines lack. These involve complicated problem solving, innovation, and strategy that call for emotional intelligence and empathy. Therefore, ChatGPT can be utilised to enhance professional abilities to boost employee productivity and efficiency in the settings where it has the greatest potential for transformation. In addition, it provides an opportunity to build human abilities that will likely be more crucial for job advancement as we go into the era of automation and artificial intelligence.

2. Effect on the demand for human employees in the organizations

Table 2 Demand for Employees

Area of Concern	Yes	No	Not sure	Total
Effect on the demand for human employees in the organizations.	150	20	30	200
Percentage	75	10	15	100

Data on the impact on the need for human employees in the organisations is shown in the table above. The majority of respondents (75%) agreed that the integration of ChatGPT will likely have a negative impact on the demand for human employees in the organisation. 25% of respondents predicted that the impact of AI on the need for workers would not be particularly substantial. The responders who expressed no opinion are not noteworthy. The use of ChatGPT in human resources is widespread. OpenAI's development of ChatGPT has made a whole new range of opportunities available that weren't there before. In order to properly integrate this new technology for the benefit of the firm, HR departments should retain an open mind. Everywhere, managers and employees use ChatGPT in a variety of ways. The possible effects on workplaces, from writing email replies to summarising lengthy notes, remain to be observed. This chatbot is used by HR professionals to enhance their work and businesses. As a virtual teaching assistant, ChatGPT can help managers pre-screen CVs, link profiles or intention letters, find the best candidates, generate personalised interview questions, summarise courses and learning materials, create and assess quizzes from courses, evaluate performance, pinpoint insights from engagement,

forecast employee attrition risk, and open up in-depth people analytics. ChatGPT isn't flawless and doesn't pretend to be. However, when it examines fresh data sets and information, it has the capacity to continuously learn and develop. Nestor (2023)

3. Emergence of new job opportunities,

Table 3 New Job Opportunities

Area of Concern	Yes	No	Not sure	Total
Emergence of new job opportunities,	100	95	5	200
Percentage	50	47.5	2.5	100

The data in the table above pertains to the appearance of new employment chances within the organisation as a result of the integration of ChatGPT. Almost 50% of respondents think that ChatGPT integration will probably result in new employment opportunities within the organisation. The same amount of respondents think it's unlikely that ChatGPT integration will lead to more employment chances in organisations. Only a tiny portion of responders are unsure of both. **Susheel Bhatt (2023)** looked at how the employment market is affected by ChatGPT and how that perception varies across a range of industries. ChatGPT can be used in the customer service sector, for instance, to automate some customer service tasks like answering frequently asked questions or handling straightforward requests, potentially reducing the need for human customer service representatives as ChatGPT can handle these tasks more effectively and economically. ChatGPT can be used to create written content like news articles, product descriptions, or social media postings in the same way that it used in the content development sector. Thus, fewer human content developers may be required. Nevertheless, ChatGPT-generated content is not always flawless and may need to be reviewed and edited by a human. But not all jobs are definitely in danger from ChatGPT. In fact, ChatGPT may open up new career prospects in fields like data analysis, AI development, and other disciplines requiring highly technical expertise. Additionally, ChatGPT can help with linguistic activities like translation, enhancing intercultural contact and even opening up new career options in international trade and communication.

4. Improvement in the efficiency and productivity of tasks

Table 4 Efficiency and Productivity

Area of Concern	Yes	No	Not sure	Total
Improvement in the efficiency and productivity of tasks	180	20	0	200
Percentage	90	10	0	100

The information in the table above pertains to the increase in job productivity and efficiency in businesses using ChatGPT. The majority of those surveyed supported the role that ChatGPT may play a role inin enhancing task productivity and efficiency. 10% of the respondents said that the efficiency and productivity of tasks in the organisation integrating artificial intelligence in their operations were not likely to improve. 444 college-educated professionals were given occupation-specific writing tasks by **Cezary Gesikowski (2023)** , and half of them were randomly exposed to ChatGPT. According to the study, ChatGPT significantly increased average productivity by reducing the amount of time required by 0.8 standard deviations (or about 44%) and boosting output quality by 0.4 standard deviations (or about 22%). This suggests that ChatGPT reorganised duties away from crude drafting and towards idea generation and editing, primarily substituting worker effort rather than complementing worker talents. Exposure to ChatGPT raised both anxiety and enthusiasm about automation

technologies and improved job satisfaction and self-efficacy. According to the research, generative AI systems may have an effect on inequality, salaries, productivity, and employment.

5. Potential to replace certain job roles or functions,

Table 5 Replacement of job roles or functions

Area of Concern	Yes	No	Not sure	Total
Potential to replace certain job roles or functions,	190	10	0	200
Percentage	95	5	0	100

The data on the ChatGPT's potential to replace certain employment roles or functions across industries integrating AI is shown in the above table. 95 percent of respondents anticipate that the ChatGPT may eventually replace particular employment responsibilities or functions. Only a very small fraction of respondents said they thought ChatGPT would never completely replace particular jobs or services. Some studies concur with our conclusions. In their post on ChatGPT may be coming for our jobs, **Aaron Mok and Jacob Zinkula (2023)** cited a 2013 University of Oxford study that concluded that 47% of US jobs might be displaced by AI over the next 20 years. According to Mark Muro, a senior scholar at the Brookings Institute who has studied the effects of AI on the American workforce, the idea that developing AI technologies like ChatGPT could threaten people's employment, particularly white-collar ones, is becoming an even more plausible possibility.

6. Impact on the skills and qualifications required for job roles,

Table 6 Skills and Qualifications for job roles

Area of Concern	Yes	No	Not sure	Total
Impact on the skills and qualifications required for job roles,	165	30	5	200
Percentage	82.5	15	2.5	100

The data in the table above illustrates how the ChatGPT has affected required skills and education for various career roles. According to the majority of respondents (82.5%), the ChatGPT will undoubtedly have an impact on the skills and requirements for employment roles. Future work responsibilities are anticipated to call for a variety of skill sets that job seekers will need to develop. According to the Future of Jobs Report from the World Economic Forum, AI is expected to eliminate 85 million jobs and create 97 million new ones by 2025. It suggests that in fact, employment creation by AI is outpacing job replacement.

7. Challenges to the ethical implications of using in job roles

Table 7 Challenges to ethical implications

Area of Concern	Yes	No	Not sure	Total
Challenges to the ethical implications of using in job roles	85	115	0	200
Percentage	42.5	57.5	0	100

Data for the ChatGPT's objections to the moral ramifications of deploying AI in employment roles are presented in the above table. While 42.5% of respondents believed there would be issues to the ethical implications of utilising AI in employment tasks, the majority of respondents (57.5) believe ChatGPT will not present any such challenges **Gurpreet Saini (2023)**. The usage of ChatGPT has demonstrated, accordig to that AI-based chatbot

systems operate on learning models that are not taught to minimise bias, therefore they encourage racial and gender bias. When given a command, the chatbot follows the algorithm blindly and responds with the requested data. It is unable to tell whether the data are skewed. The information sent into ChatGPT is outdated, sparse, and insufficient, making it impossible to respond to questions on any subject in the world from all possible angles. Additionally, since this data has not been updated since 202, it also fails to account for progressivism. When researchers and users used ChatGPT to gather information or write articles about a subject, the results were biassed and reflected negative stereotypes. Additionally, the chatbot appeared to favour hiring men over women for computer jobs and exhibits prejudice towards individuals of colour and those with diverse sexual orientations. Chatbots and similar technology cannot employ the faculties of discrimination and critical thought like humans can. They only mine online sources for facts and figures. Users must exercise caution as a result.

8. Influence on the job satisfaction and engagement of employees

Table 8 Job Satisfaction and Engagement

Area of Concern	Yes	No	Not sure	Total
Influence on the job satisfaction and engagement of employees	170	25	5	200
Percentage	85	12.5	2.5	100

Table 8 shows data for the ChatGPT's influence on the job satisfaction and engagement of employees. The analysis of above data shows that majority of respondents (85%) believed that there will be influence on the job satisfaction and engagement of employees in organizations integrating ChatGPT in different job roles. The smaller percentage (12.5%) perceived no influence on the job satisfaction and engagement of employees. **Springworks (2023)** analysed how to Use ChatGPT for Employee Engagement and reched the conclusion that ChatGPT can assist HR departments to provide employees with personalized and engaging support and improve employee engagement and satisfaction. ChatGPT can used for employee engagement to provide employees with instant support and answers to their questions and to collect feedback from employees through surveys or polls. The model can analyse the data and spot important themes and trends, giving HR information about employee engagement and happiness.. ChatGPT can also be used to send personalized messages to employees, such as birthday wishes, work anniversary messages, or congratulatory notes andto provide mental health support to employees giving advice on stress management, responding to inquiries regarding mental health difficulties, and connecting staff with appropriate services and resources

9. Impact on the customer experience and service quality

Table 9 Customer Experience and Service Quality

Area of Concern	Yes	No	Not sure	Total
Impact on the customer experience and service quality	175	25	0	200
Percentage	87.5	12.5	0	100

Table 9 shows data for the ChatGPT's impact on customer experience and service quality. The analysis of the data shows that the majority of the respondents (87.5%) believed that ChatGPT will have an impact on the customer experience and service quality. This shows that there is a significant impact of ChatGPT on the customer experience and service quality. Merely (12.5%) of respondence thought that there will be no impact of ChatGPT on the customer experience and service quality. **Kelechi Okeke (2023)** studied ChatGPT's impact on customer experience. His findings included that ChatGPT can provide instant and personalized customer service 24/7, with no waiting time. Multiple customer inquiries can be handled at once, cutting response times and raising customer satisfaction. Customers can receive help and support whenever they need it, without having to wait for business

hours or deal with automated systems that often lead to frustration. Customers will feel valued and appreciated, which has the potential to dramatically improve customer satisfaction and brand loyalty.

10. Experiencing significant changes specific areas or job roles within the organization

Table 10 Changes in Job Roles

Area of Concern	Yes	No	Not sure	Total
Experiencing significant changes specific areas or job roles within the organization	135	55	10	200
Percentage	67.5	27.5	5	100

Table 10 shows data for the employees experiencing significant changes in specific areas or job roles. The analysis of data makes it clear that 67.5 percent of professionals believed that employees are experiencing significant changes in specific areas or job roles. Only 27.5% of professionals expressed their opinion in the negative and expect that there will not significant changes in specific areas or job roles due to increasing use of ChatGPT in organizations integrating the technology.

11. Specific areas or job roles within the organization experiencing significant changes

Table 11 Changes in Job Roles

Area of Concern	Yes	No	Not sure	Total
Specific areas or job roles within the organization experiencing significant changes	140	50	10	200
Percentage	70%	25%	5%	100%

Table 11 shows data for the specific areas of job roles within the organisation experiencing significant changes. The analysis of data makes it clear that 70 percent of professionals believed that specific areas or job roles that involve intensive technology will potentially ex[eroemce significant changes. Only 25% of professionals expressed their no specific areas or job roles within the organiation are likely to experience significant changes.

12. Cost savings or operational efficiencies.

Table 12 Operational Efficiencies.

Area of Concern	Yes	No	Not sure	Total
Cost savings or operational efficiencies.	185	15	0	200
Percentage	92.5	7.5	0	100

Table 12 shows data for Operational efficiencies. The data shows that majority of respondents (92.5%) believed that ChatGPT is likely to bring significant operational efficiencies in the organizations integrating ChatGPT.

RESULTS

The results demonstrate that the organizations will experience significant changes in job duties and responsibilities. There will be adverse effect on the demand for human employees in the organization. The results

revealed there will not be a significant effect on the demand for employees dur to the AI. ChatGPT integration will probably result in new employment opportunities within the organisation. The majority of those surveyed supported the role that ChatGPT may play a role inin enhancing task productivity and efficiency. 95 percent of respondents anticipate that the ChatGPT may eventually replace particular employment responsibilities or functions. ChatGPT will undoubtedly have an impact on the skills and requirements for employment roles. Future work responsibilities are anticipated to call for a variety of skill sets that job seekers will need to develop. there would be issues to the ethical implications of utilising AI in employment tasks, the majority of respondents. While 42.5% of respondents believed there would be issues to the ethical implications of utilising AI in employment tasks, the majority of respondents (57.5) believe ChatGPT will not present any such challenges. majority of respondents (85%) believed that there will be influence on the job satisfaction and engagement of employees in organizations integrating ChatGPT in different job roles. the majority of the respondents (87.5%) believed that ChatGPT will have an impact on the customer experience and service quality

Suggestions:

Despite the advancements in AI technologies like ChatGPT, human programmers should continue to play a crucial role in software development and coding processes. While ChatGPT can assist in generating code or providing suggestions, there are several reasons for human programmers ato remain essential: Human programmers possess the ability to comprehend and analyze the requirements of a software application or system. They can collaborate with stakeholders, gather information, and translate it into actionable code. This involves considering various factors like functionality, performance, security, and user experience, which still require human intelligence and decision-making. Creating a well-structured and scalable software design essentially requires human expertise. Programmers can conceptualize the overall architecture, define the relationships between different components, and make informed decisions on design patterns and algorithms. They bring problem-solving skills and critical thinking to develop efficient and maintainable codebases. Code generated by ChatGPT or any AI model may not be error-free. Human programmers possess the expertise to identify and fix bugs, errors, and logical issues in the code. They can perform rigorous testing, conduct code reviews, and apply debugging techniques to ensure the code is clean and functional. Software development often involves adapting to changing requirements, addressing unforeseen issues, and accommodating user feedback. Human programmers have the ability to adapt and modify code based on evolving circumstances. They can make intelligent decisions on code refactoring, optimization, and incorporating new features or functionality.

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