

5 October 2023

More than 75% of employees say they have used ChatGPT for work

Robert Walters candidate survey of professionals working at companies in Japan

Specialist professional recruitment firm Robert Walters Japan released results of their latest survey looking at how employees are using ChatGPT and AI tools in the workplace at both Japanese companies and *gaishikei* (foreign-affiliated companies).

Is the emergence of ChatGPT bringing generative AI closer to the workplace in Japan to change the image of AI as we know it? Here is a summary of the top findings from the survey, which was separated into “AI” and “Chat GPT” sections:

AI: Familiarity with AI among company employees in their 20s

- 62% of company employees in their 20s use AI tools for work.
- 44% of company employees do not know how AI is implemented at their workplace.
- 90% of company employees are aware of the changes and benefits of AI in terms of increased productivity and efficiency.
- Around 40% of company employees indicated that their concerns about AI are that it may contain biased information and bias, which could lead to issues of impartiality and accuracy.

ChatGPT: A quarter of company employees still know little about ChatGPT

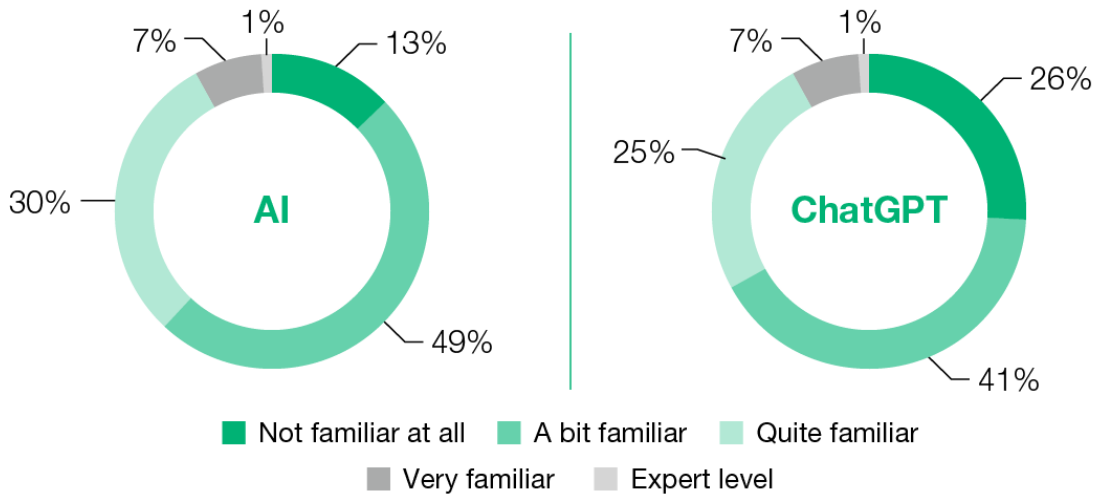
- 77% of company employees use it in their work.
- 55% of company employees say that using it has improved their work efficiency.
- Employees in their 20s and 30s feel that their work efficiency has improved more through using ChatGPT vs 40s and over feel that it has not.
- Top 3 reasons why work efficiency has not improved:
 1. 'No opportunity to use it in business itself' (52%)
 2. 'Sometimes I don't get an appropriate response' (40%)
 3. 'Dissatisfied with the quality and accuracy of responses' (26%)
- Around 30% of company employees say that it brings benefits in terms of multilingualism and contribution to international business.
- Around 70% of company employees cited 'providing incorrect information or inaccurate answers' as a risk for using ChatGPT.

***Poll period: August 2023**

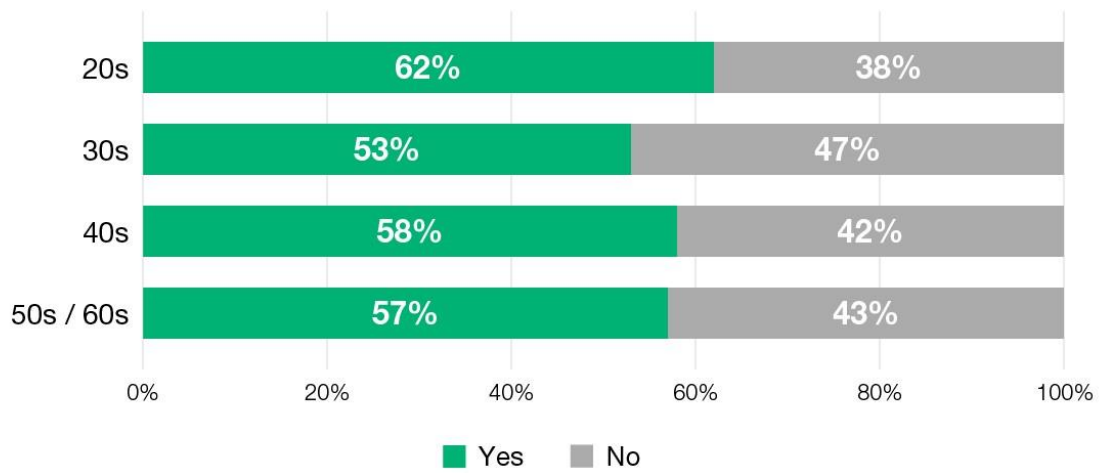
Target group: Company employees

Number of respondents: 998

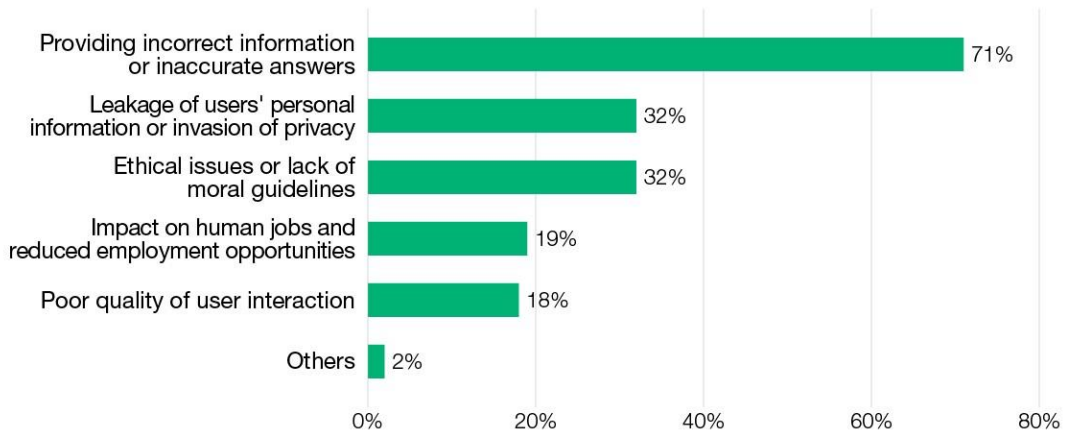
How familiar are you with AI/ChatGPT?



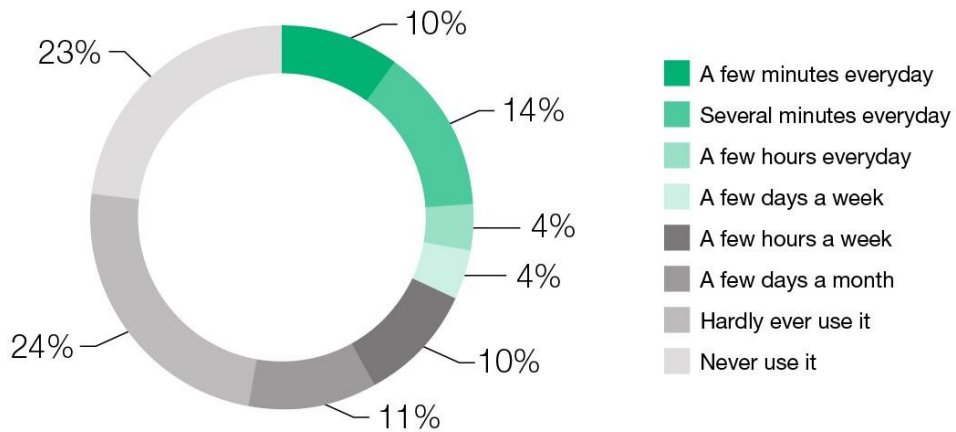
Do you use artificial intelligence (AI) tools at your place of work?



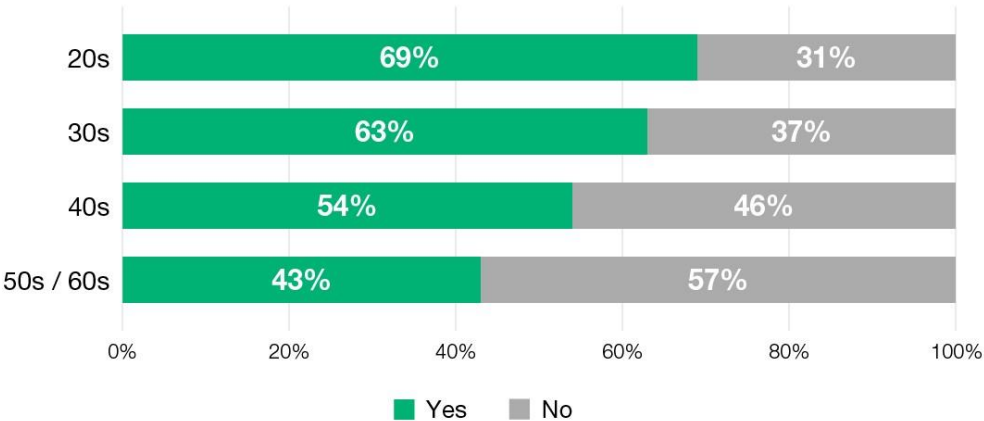
Concerns or risks about ChatGPT(Multiple answers ok)



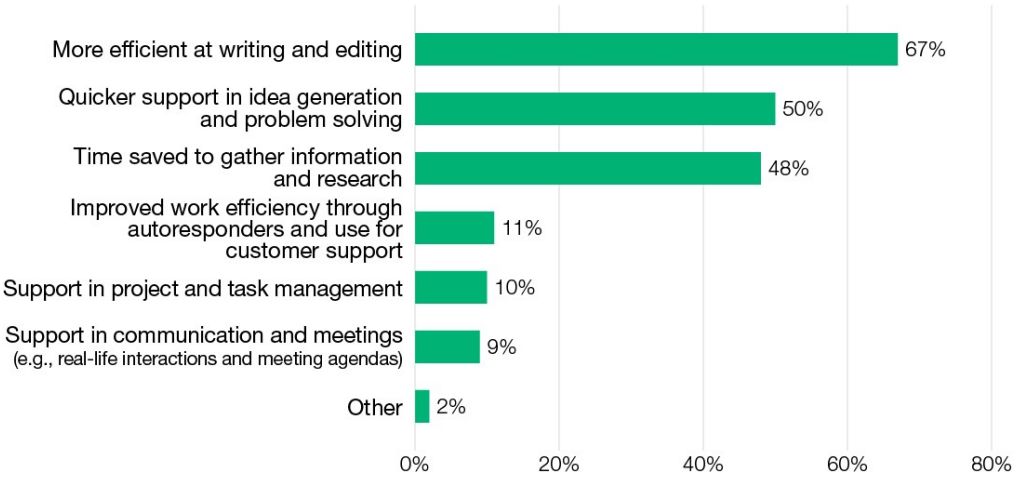
Frequency of using ChatGPT at work



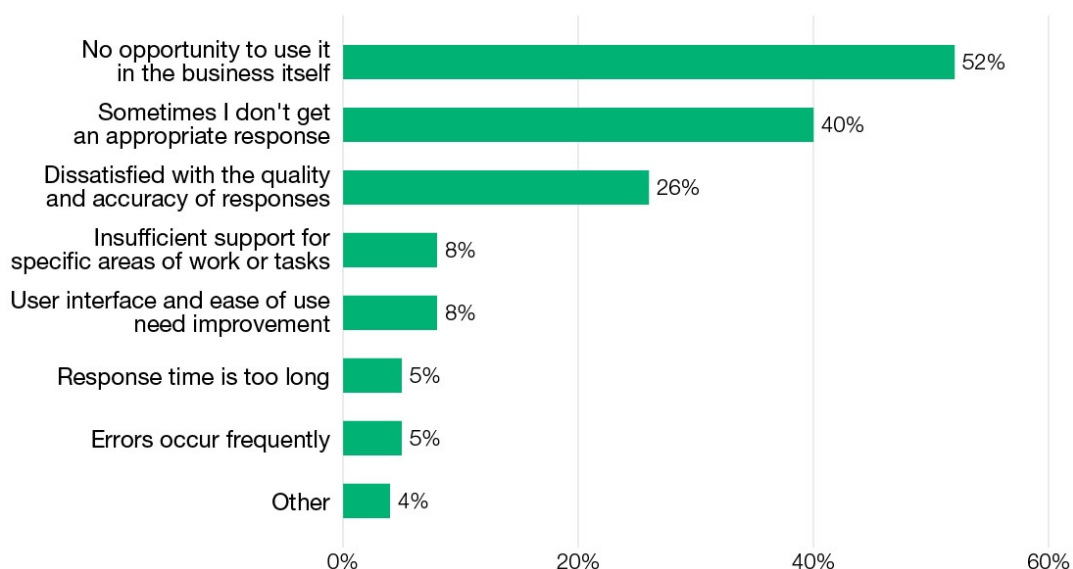
Has the use of ChatGPT improved your work efficiency?



Please select the aspects in which the use of ChatGPT has improved your work efficiency. (Multiple answers ok)



Why do you feel that ChatGPT has not increased your efficiency at work? (Multiple answers ok)



The survey found that more than 75% of company employees have used ChatGPT at their workplace at some stage. Despite the increasing awareness and usage of ChatGPT among employees surveyed, it is clear we cannot depend solely on such AI tools (in their current state) to generate work without human intervention to cross check incorrect or inaccurate information.

About Robert Walters Japan:

Established in London, United Kingdom, in 1985, Robert Walters is a specialist recruitment consultancy with operations in 31 countries around the world. Robert Walters Japan established its Tokyo office in 2000 and Osaka office in 2007. For over 20 years, we have been a driving force in the Japanese bilingual recruitment market, providing high quality candidates for our clients and access to the best jobs. Our consultants are experts in their respective industries and work in teams to provide recruitment consultation services across a wide range of industries and job categories.

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