

A third of employees fear “over-reliance” on ChatGPT at work

LONDON, United Kingdom, August 2023—Despite the widespread adoption of ChatGPT in UK workplaces, a third (32%) of employees have expressed concerns about the over-reliance on this tool to perform their work tasks, as well as its security risks, a Capterra UK report found.

Capterra surveyed more than 300 UK-based employees who reported using ChatGPT for work to understand the advantages and challenges that this tool can bring to businesses.

How often do employees use ChatGPT?

According to the study, the majority (76%) of respondents said they use ChatGPT on a daily basis, and **nearly half (44%) use the tool between three and ten times a day.**

When they were asked to rate the results of ChatGPT based on their experience, the responses were overwhelmingly positive. More than half (55%) of the employees said that the results were “highly effective”, and another 42% said they were “effective”.

Despite ChatGPT's popularity, workers share concerns

While employees are swiftly adopting and benefiting from ChatGPT, the risks do not go unnoticed. When the respondents were asked to identify their top three concerns regarding the use of ChatGPT at work, the results revealed that:

- 32% are concerned about an over-reliance on ChatGPT and other AI tools to perform tasks
- 32% have security concerns regarding the potential hacking of ChatGPT
- 31% are concerned with the spread of inaccurate information due to users considering ChatGPT's responses as definitive

With over-reliance and security risks worrying workers in equal measure, the study highlights the importance of businesses finding a balance between AI automation and human expertise, while deploying strict cybersecurity measures.

Meanwhile, the third-most common concern—which was the inaccurate information being spread by ChatGPT—was further emphasised when employees were asked how often they have to correct or edit information the tool provides. On average, it was revealed that:

- 24% have to correct over half of all ChatGPT outputs
- 42% correct 20-50% of responses
- 34% say they need to correct less than 20% of responses

The results suggest that detailed reviews are critical to ensure the accuracy of the AI-generated content.

While **60% of respondents said they meticulously reviewed the outputs from ChatGPT**, the rest were less consistent—potentially increasing the likelihood of their content being inaccurate or misleading.

What is the future of ChatGPT in UK workplaces?

Since its launch, Open AI's ChatGPT has brought many advantages to companies, with the top ones identified by employees being improved workflows (47%), creative outputs (39%), better data analysis and insights (38%), and reduced costs (34%).

This is especially the case for companies that need to create content and analyse data: The study showed that ChatGPT is most commonly used for text editing (37%), data analysis (35%), writing copy (35%), and composing emails (26%).

That said, the implementation of generative AI-powered tools is at a turning point for businesses. Eduardo Garcia Rodriguez, Capterra UK Content Analyst, comments:

"We have seen the capability of AI tools like ChatGPT and could say that they have warranted their place in the workplace. However, relying too much on this technology could lead to unwanted consequences. Businesses must now establish internal guidelines, quality control, and take note of any new regulations concerning ChatGPT to ensure that they get the desired results—not just regarding outputs, but also in relation to work processes that can impact their business".

For more insight and advice on how to effectively leverage ChatGPT in your organisation, read the full report [here](#).

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Study methodology

To collect the data for this report, Capterra conducted an online survey of 496 employees in the UK in 2023. The participants were selected based on the following criteria:

- UK resident
- Between the age of 18 and 65
- Employed full or part-time
- Uses a computer/laptop to complete your daily tasks at work
- Uses generative AI for their work
- This article focuses on 306 study participants who reported using ChatGPT

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