Generative AI in the Workplace:
Employee Perspectives of ChatGPT Benefits and Organizational Policies

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Abstract

Research Questions

- What attitudes do professionals hold towards the impact of AI on society and their jobs? How do early adopters of ChatGPT differ from non-adopters in their attitudes towards the impact of AI on society and their jobs?

- In what ways are professionals using ChatGPT? How do these uses differ by managerial status?

- What do professionals perceive as benefits of generative AI? How do they differ in these views based on level of ChatGPT adoption and managerial status?

- What do professionals perceive as the benefits of organizational policy for the use of generative AI? How do these views differ based on level of ChatGPT adoption and managerial status?

Samples

- Study 1 involved 148 working adults in the United States who had heard of ChatGPT
- Study 2 involved 395 working adults in the United States who had heard of ChatGPT

Key Findings and Conclusions

- Many US workers in this sample are using ChatGPT for professional purposes. Roughly the following percentages have already used ChatGPT in the following ways:
    - 42% for researching a topic or generating ideas
    - 32% for drafting messages
    - 26% for drafting longer documents, such as reports
    - 22% for editing text

- Many US workers in this sample believe ChatGPT can help them become better communicators. This is particularly the case for executives and managers. Roughly two

thirds of executives (67%) and managers (64%) believe generative AI can help them communicate more effectively.

- Early adopters of ChatGPT in this sample hold much different views of generative AI than do non-users of ChatGPT. Early adopters hold the following distinctive views:
    - They are much more likely to think AI is good for society than non-users (64% to 22%) and believe it will make them more productive (82% for early adopters; 26% for non-users); however, they are also more likely to worry about the ethical implications of AI (68% to 55%) in the workplace and worry that their own job will be replaced by AI (41% to 20%).
    - They are much more likely to think generative AI will support them in their work. About 85% of early adopters say that ChatGPT can help them generate ideas for work compared to about 50% of non-users. About 73% of early adopters say it can improve the quality of their work compared to 42% of non-users. About 74% of early adopters say it can help them communicate more effectively compared to 41% of non-users. Executives and managers are slightly more likely to be enthusiastic about the benefits.
- Employees in organizations with generative AI policies view these policies positively. Those who are aware of an organizational policy about generative AI generally believe it has supported more comfort in using ChatGPT for work, has improved trust, has improved efficiency, and has provided legal protections. Those who are early adopters are generally more positive about each of these benefits of organizational policy than those who are non-users of ChatGPT.
- Most early adopters of generative AI in organizations without generative AI policies want more guidance about ChatGPT use. Most early adopters believe an organizational policy would make them more comfortable using ChatGPT (61%), that it would increase trust (56%), and that it would improve efficiency (66%).

Key Recommendations

- Develop generative AI policies that support innovation and efficiency while putting into place legal safeguards for organizations and their employees.
- Use a social contracts approach to develop generative AI policies.

Keywords: artificial intelligence, generative AI, AI policy, AI-mediated communication, ChatGPT

Background to Research

Experts have long predicted that AI would significantly disrupt the nature of work in the future (Getchell et al., 2022). The widespread attention given to ChatGPT since November 2022 has led many experts to suggest that major transformation to the workplace is imminent (Mollick, 2022; Nerozzi, 2023; van Dis et al., 2023). Undoubtedly, there will be hype around generative AI and predictions that prove to be untrue. Yet, we expect generative AI to change how most professionals work for the following reasons: (a) major software vendors have already started or at least committed to integrating these technologies into all their core products (Leswing, 2023; Lin, 2023; Pichai, 2023; Schechner, 2023); (b) tens of millions of users adopted these tools within months, suggesting the strong appeal and perceived benefits of the technologies (Chow, 2023); and (c) people are *constantly* documenting new use cases for generative AI for many types of work (Alshurafat, 2023; Chui et al., 2022; Davenport & Mittal, 2022; Dowling & Lucey, 2023; Patel & Lam 2023; Terwiesch, 2023; Wertz, 2023). We think these glimpses of what is possible for the future of work indicate the potentially transformative nature of generative AI.

A primary focus in this research is how generative AI will affect professionals. We specifically look at research and communication tasks. Research tasks are closely tied to content creation. Communication tasks are included in (and often central to) nearly all roles. Regarding everyday communication tasks, Davenport and Mittal (2022) predict the following:

> We are now only scratching the surface of what generative AI can do for organizations and the people within them. It may soon be standard practice, for example, for such systems to craft most or all of our written or image-based content — to provide first drafts of emails, letters, articles, computer programs, reports, blog posts, presentations, videos, and so forth. (Davenport & Mittal, 2022)

Based on our own anecdotal observations as well as reports from others (Williams, 2023), professionals are widely experimenting with using generative AI to develop content and write messages. Most of this experimentation appears to be happening in a vacuum of organizational policy. Our observations are that organizational policy appears to be relatively limited. Some organizations have banned ChatGPT, primarily for regulatory reasons (Estrada, 2023). Other policy appears to be emerging, primarily from a legal and risk perspective (Brannigan et al., 2023; Grossenbacher, 2023). One significant challenge based on the absence of policy is that roughly 70 percent of professionals who are using ChatGPT for their jobs are doing so without their bosses' knowledge (Navarra, 2023). We sense many professionals desire more guidance about how to appropriately use AI.

So, we approached this project with two primary goals: (a) to understand the level of adoption of generative AI for everyday research and communication tasks; and (b) to understand what professionals desire in terms of organizational policies. We interpret the findings through

two sets of distinctions: (a) early users of ChatGPT versus non-users of ChatGPT; and (b) employees of varying managerial statuses (i.e., non-managerial, managers, executives).

Study 1 Methodology

Study 1 was primarily conducted as an exploratory study to identify how many working adults have heard of ChatGPT and to understand their general views of artificial intelligence. We sought to address the following research questions:

- What attitudes do professionals hold towards the impact of AI on society and their jobs?
- How do early adopters of ChatGPT differ from non-adopters in their attitudes towards the impact of AI on society and their jobs?

We used a Momentive online panel in March 2023 to gain wide representation of working adults in the United States. We screened respondents based on whether they had heard of ChatGPT (about 61% had heard of it) and whether they were employed. Table 1 presents the background information of our study participants.

Table 1
Background Information of Survey 1 Participants

	#	%		#	%
Gender			*Income*		
Male	79	53.4	Under $9,999	18	12.2
Female	68	45.9	$10,000 to $24,999	13	8.8
Prefer Not to say	1	0.7	$25,000 to $49,999	25	16.9
			$50,000 to $74,999	20	13.5
Race/Ethncity			$75,000 to $99,999	22	14.9
American Indian or Alaska Native	12	3.0	$100,000 to $124,999	14	9.5
Asian	74	18.7	$125,000 to $149,999	11	7.4
Black/African American	34	8.6	$150,000 to $174,999	8	5.4
Latino, Hispanic, or Spanish Origin	47	11.9	$175,000 to $199,999	2	1.4
Native Hawaiian or Pacific Islander	5	1.3	$200,000 and up	6	4.1
White	212	53.7	no answer	1	0.7
Other Ethnicity or Ancestral Origin	11	2.8	*Prior Use of ChatGPT*		
			Never	58	39.2
Age			1 or 2 times	47	31.8
18 to 29	29	19.6	3 or 4 times	21	14.2
30 to 44	46	31.1	5 times or more	22	14.9
45 to 60	54	36.5	*Uses of ChatGPT*		
60 above	18	12.2	Personal use	88	59.5
Unknown	1	0.7	Professional use	39	26.4
Total	148	100	Total	148	100

Study 1 Findings

Overall, participants revealed mixed views of AI (see Table 2). Nearly half think AI is good for society (43%) and it will do more good than harm (46%). Just over half of participants believe AI will replace more jobs than it creates (52%) and increase productivity (52%). Participants in Study 1 showed wide variation in their views of AI based on how much they have used ChatGPT. For example, early adopters (those who have used ChatGPT more than five times) are about three times as likely to think AI will help them in their jobs compared to non-users.

Table 2
Attitudes Towards AI in Society and at Work by Level of ChatGPT Use

		Prior Use of ChatGPT			
	Never	1 or 2 times	3 or 4 times	5+ times	All
I think AI is good for society.	22.4%	41.3%	81.0%	63.6%	42.9%
I think AI will do more good than harm over the next decade.	35.1%	39.5%	76.2%	54.5%	45.5%
I think AI will increase productivity at work.	35.1%	39.5%	85.7%	86.4%	51.7%
I think AI will replace more jobs than it creates.	54.4%	34.9%	66.7%	63.6%	51.7%
I am worried AI will replace my job.	19.6%	26.7%	42.9%	40.9%	28.5%
I think AI will help me in my job.	26.3%	34.9%	81.0%	81.8%	45.5%
I am worried about the ethical implications of using AI in the workplace.	55.4%	41.5%	66.7%	68.2%	55.0%
I think people worry too much about AI.	24.6%	45.2%	66.7%	76.2%	44.7%

Note. n = 58 for participants who selected never; *n* = 46 for *1 to 2 times*; *n* = 21 for *3 or 4 times*; *n* = 22 for *5+ times*.

Study 2 Methodology

Study 2 was conducted to understand how many professionals are using ChatGPT in various content generation and communication tasks, what they view as the benefits of generative AI, and their experiences with and/or views of organizational policies for AI. We sought to address the following research questions:

- In what ways are professionals using ChatGPT? How do these uses differ by managerial status?
- What do professionals perceive as benefits of generative AI? How do they differ in these views based on level of ChatGPT adoption and managerial status?
- What do professionals perceive as the benefits of organizational policy for the use of generative AI? How do these views differ based on level of ChatGPT adoption and managerial status?

We used a Momentive online panel in March 2023 to gain wide representation of working adults in the United States. We screened respondents based on whether they had heard of ChatGPT (about 64% had heard of it) and whether they were employed. Table 3 presents the background information of our study participants.

Table 3

Background Information of Survey 2 Participants

	#	%		#	%
Gender			*Employment*		
Male	176	44.6	Full time	312	79.0
Female	202	51.1	Part time	83	21.0
Non-Binary	6	1.5	*Role*		
Other	2	0.5	Non-managerial	195	49.4
Prefer Not to say	9	2.3	Manager	156	39.5
Race/Ethnicity			Executive	44	11.1
American Indian or Alaska Native	12	3.0	*Industry*		
Asian	74	18.7	Healthcare	47	11.9
Black/African American	34	8.6	Technology	43	10.9
Latino, Hispanic, or Spanish Origin	47	11.9	Financial Services	38	9.6
Native Hawaiian or Pacific Islander	5	1.3	Manufacturing	37	9.4
White	212	53.7	Education	30	7.6
Other Ethnicity or Ancestral Origin	11	2.8	Media / entertainment	28	7.1
Age			Nonprofit	20	5.1
18 to 29	75	19.0	Government	20	5.1
30 to 44	153	38.7	Real estate	19	4.8
45 to 60	121	30.6	Higher Education	18	4.6
60 above	39	9.9	Consumer products	15	3.8
Unknown	7	1.8	Transportation & Logistics	15	3.8
Income			Consulting	14	3.5
Under $9,999	22	5.6	Pharma / biotech	5	1.3
$10,000 to $24,999	34	8.6	Military and Defense	5	1.3
$25,000 to $49,999	94	23.8	Other	41	10.4
$50,000 to $74,999	74	18.7	*Prior Use of ChatGPT*		
$75,000 to $99,999	50	12.7	Never	150	38.0
$100,000 to $124,999	43	10.9	1 or 2 times	151	38.2
$125,000 to $149,999	17	4.3	3 or 4 times	48	12.2
$150,000 to $174,999	12	3.0	5 times or more	46	11.6
$175,000 to $199,999	4	1.0	*Uses of ChatGPT*		
$200,000 and up	19	4.8	Personal use	210	53.2
no answer	19	4.8	Professional use	116	29.4
Total	395	100	Total	395	100

Study 2 Findings

As displayed in Table 4, professionals are widely using ChatGPT for content generation and communication. Roughly 42% have used it to research a topic, 32% to draft an email or text, 26% to draft text for a longer document (e.g., report), 21% to edit text, and 22% to summarize text. Executives and managers appear to be using it more than non-managerial workers, especially for research and longer documents. Over one third of executives (36%) and managers (34%) have used it for drafting messages such as emails.

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Table 4

ChatGPT Use for Work based on Managerial Level

Which tasks have you used ChatGPT (or generative AI) for?	Non-managerial	Manager	Executive	All
Researching a topic or generating ideas	39.5%	41.0%	52.3%	41.5%
Drafting text for messages (emails, texts)	28.2%	34.6%	36.4%	31.6%
Drafting text for longer documents (reports)	16.9%	34.0%	34.1%	25.6%
Editing text (checking for errors and revising a document)	16.9%	26.3%	22.7%	21.3%
Summarizing text (asking ChatGPT to summarize information from a report)	23.1%	17.3%	34.1%	22.0%

Note. n = 195 for non-managerial, n = 156 for managers, n = 44 for executives.

As displayed in Figure 1 and Tables 5 and 6, early adopters (those who have used it more than 5 times) of ChatGPT are far more enthusiastic about its benefits than non-users (those who have used it zero times). For example, 83% of early adopters say it can make them more productive compared to 40% of non-users. About 85% of early adopters say that ChatGPT can help them generate ideas for work compared to about 50% for non-users. About 73% of early adopters say it can improve the quality of their work compared to 42% of non-users. About 74% of early adopters say it can help them communicate more effectively compared to 41% of non-users. Executives and managers are slightly more likely to be enthusiastic about the benefits. The largest distinction is that of efficiency. Roughly 71% of executives believe it can make the more efficient.

As displayed in Figure 2 and Tables 7 and 8, those who work in an organizational that has a generative AI policy generally believe it has supported more comfort in using ChatGPT for work, has improved trust, has improved efficiency, and has provided legal protections. Those who are early adopters are generally more positive about each of these benefits of organizational policy than are non-users.

As displayed in Figure 3 and Tables 9 and 10, those who work in an organization that doesn't have a generative AI policy hold mixed views about whether one would be valuable. Approximately half believe it would improve efficiency (50%) and provide legal protections (47%). Around 40% believe that a policy would make them more comfortable using ChatGPT (43%) and improve trust in the organization (39%). In contrast, most early adopters believe an organizational policy would make them more comfortable using ChatGPT (61%), that it would increase trust (56%), and that it would improve efficiency (66%). Fewer than half (44%) of early adopters believe a policy would confer legal protections, however.

As displayed in Figure 4 and Tables 11 and 12, most of those without an organizational policy generally think it should contain information about when ChatGPT is permissible (76%), when it is not permissible (76%), how to get approval to use ChatGPT (79%), and how to document the use of ChatGPT (76%). Those who are early adopters think these components are even more needed. For example, 85% of early adopters think a policy should describe when ChatGPT is permissible, 82% think the policy should address when ChatGPT is not permissible, and 85% think the policy should address how to get approval to use ChatGPT. However, only 70% of early adopters feel that a policy should include regulations for documenting ChatGPT use.
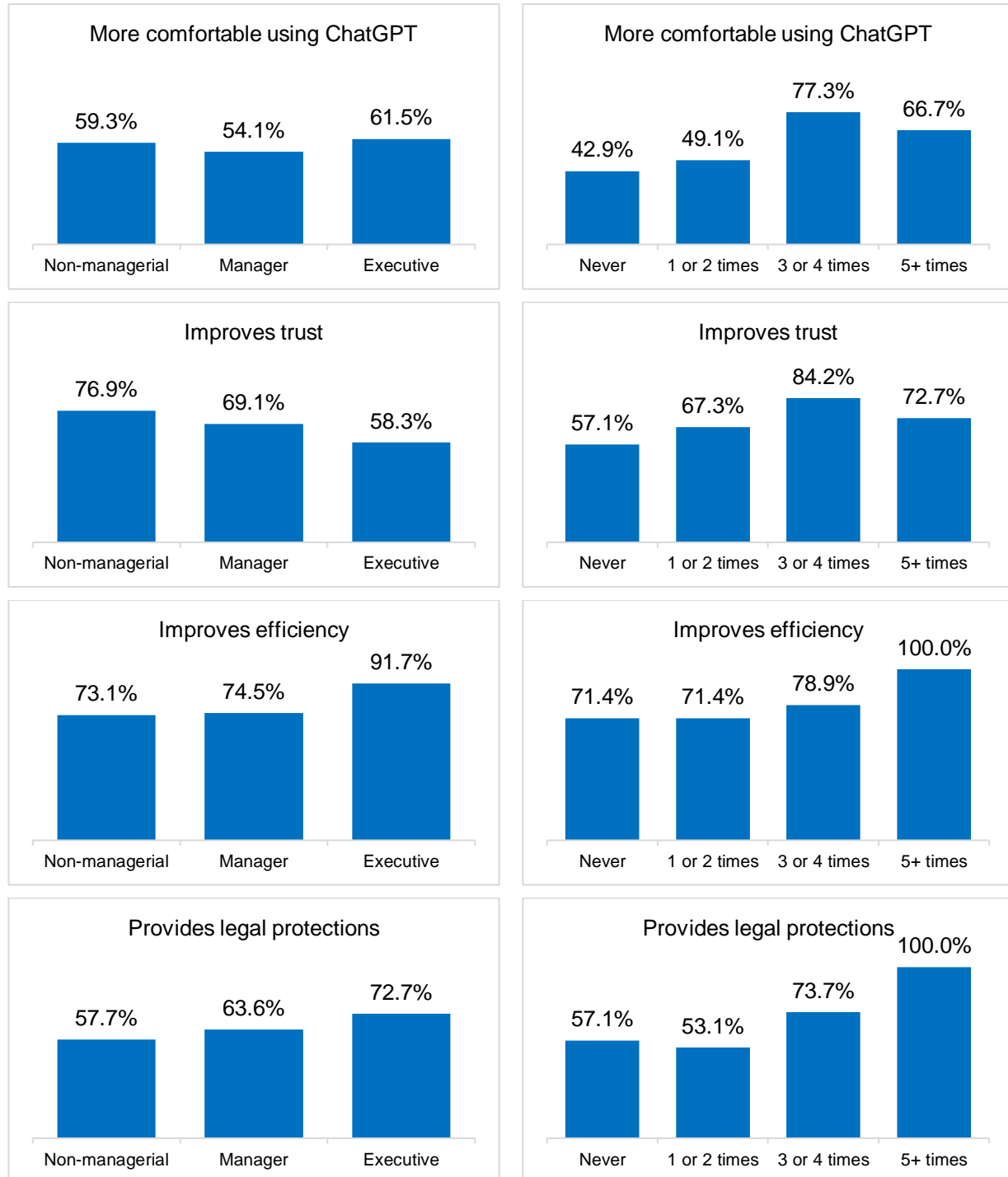
Figure 1

Perceived Benefits of AI Based on Managerial Status and Level of ChatGPT Use
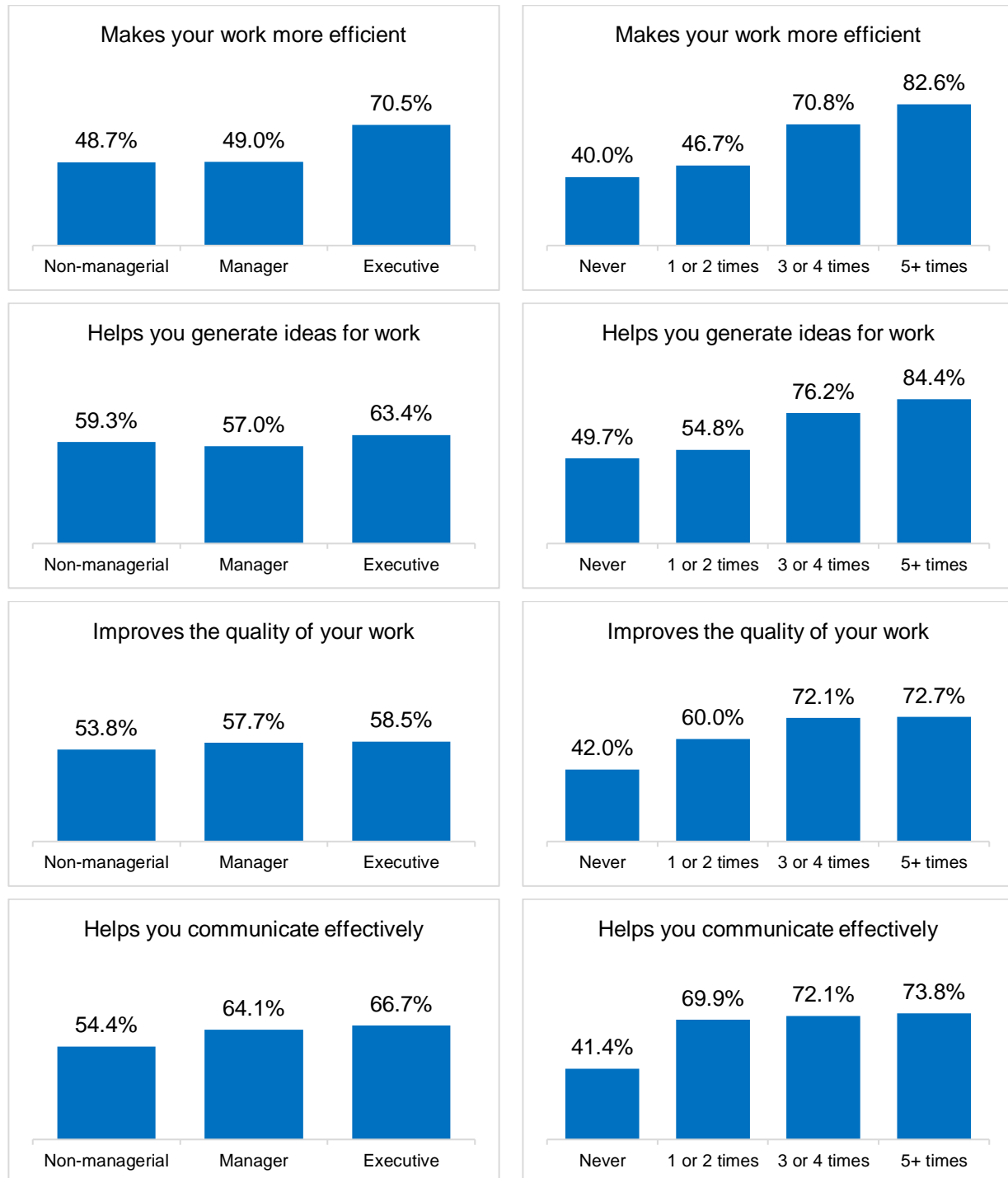
Note. Percentages refer to the level of respondent agreement with items following the statement "What do you think could be the primary benefits of ChatGPT and similar tools for your role or position?" Additional details about these charts are provided in the appendix.

Figure 2

Perceived Benefits of an Organizational ChatGPT Policy based on Managerial Status and Level of ChatGPT Use

More comfortable using ChatGPT

Non-managerial	Manager	Executive
59.3%	54.1%	61.5%

More comfortable using ChatGPT

Never	1 or 2 times	3 or 4 times	5+ times
42.9%	49.1%	77.3%	66.7%

Improves trust

Non-managerial	Manager	Executive
76.9%	69.1%	58.3%

Improves trust

Never	1 or 2 times	3 or 4 times	5+ times
57.1%	67.3%	84.2%	72.7%

Improves efficiency

Non-managerial	Manager	Executive
73.1%	74.5%	91.7%

Improves efficiency

Never	1 or 2 times	3 or 4 times	5+ times
71.4%	71.4%	78.9%	100.0%

Provides legal protections

Non-managerial	Manager	Executive
57.7%	63.6%	72.7%

Provides legal protections

Never	1 or 2 times	3 or 4 times	5+ times
57.1%	53.1%	73.7%	100.0%

Note. Percentages refer to the respondents' level of agreement with statements that start "Our policy on ChatGPT accomplishes the following:" These respondents all worked in organizations that have adopted an organizational policy. Additional details about these charts are provided in the appendix.

Figure 3

Anticipated Benefits of an Organizational ChatGPT Policy based on Managerial Status and Level of ChatGPT Use
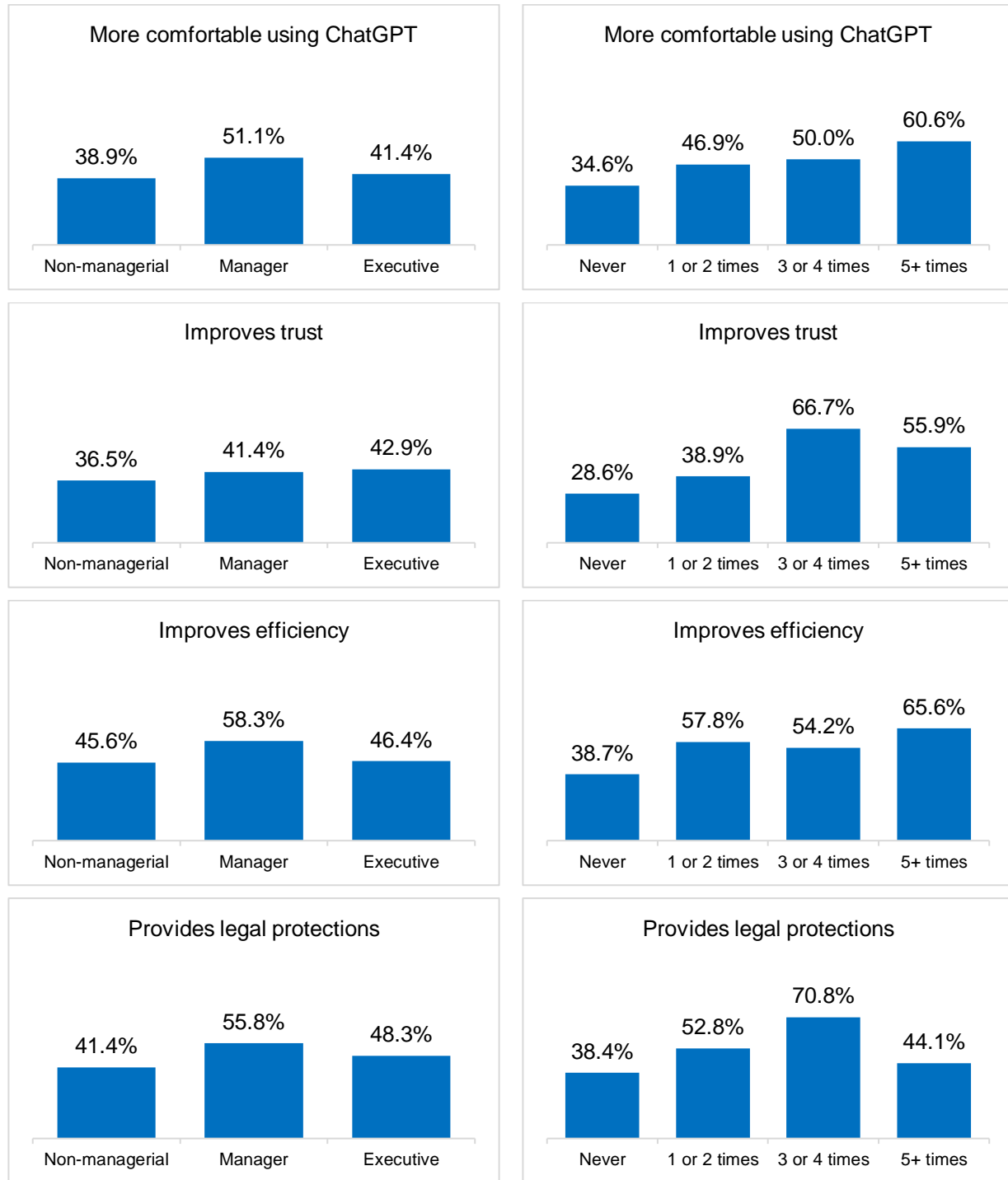
Note. Percentages refer to respondents' level of agreement with statements that start "A policy at your organization about how to use ChatGPT would accomplish the following:". These respondents all worked in organizations that did not have an organizational policy about generative AI. Additional details about these charts are provided in the appendix.

Figure 4

Desired Components of an Organizational ChatGPT Policy based on Managerial Status and Level of ChatGPT Use
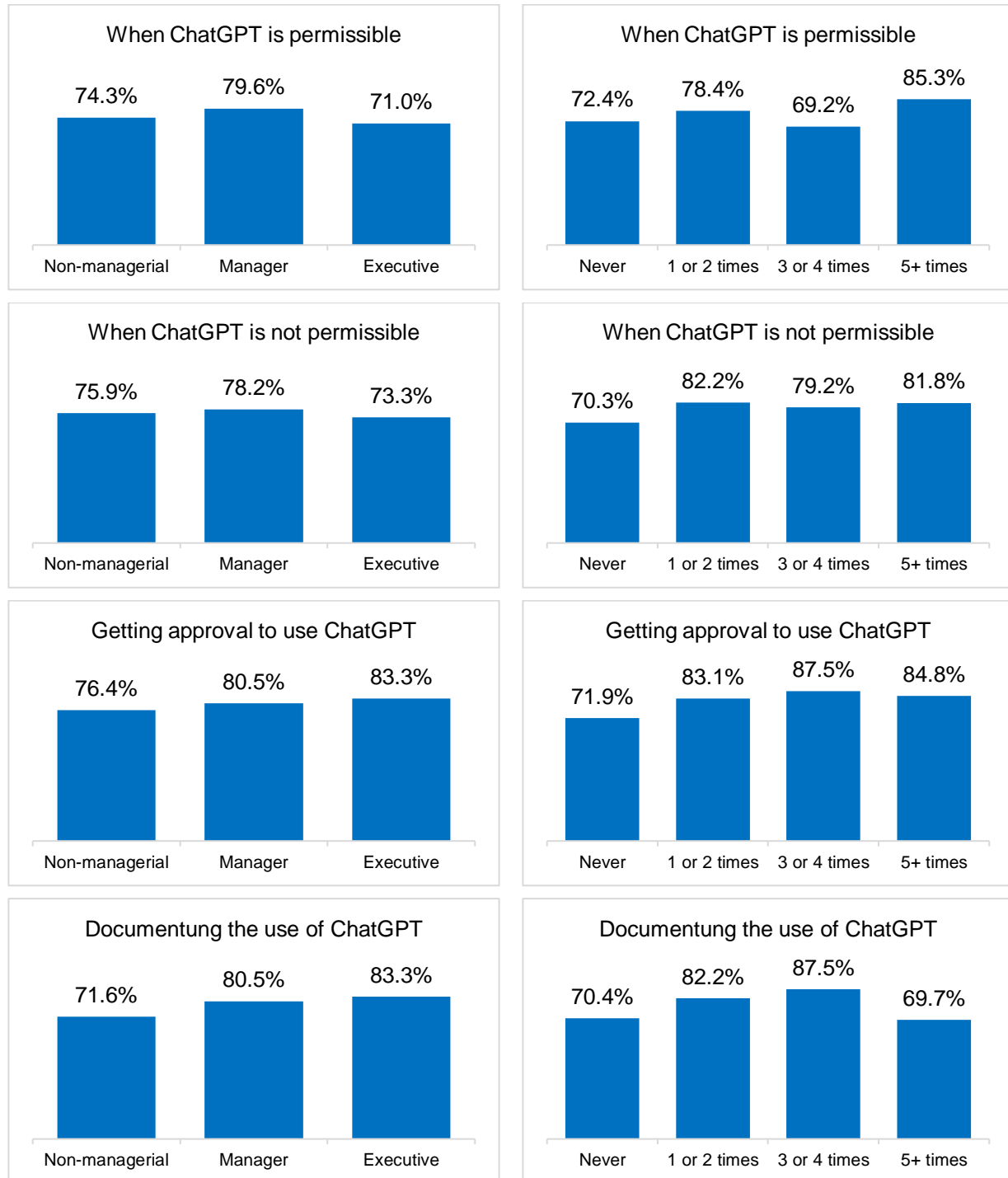
Note. Percentages refer to the respondents' level of agreement with statements that began "If your organization had a policy about ChatGPT (or generative AI), which of the following items are most important to you?" These respondents all worked in organizations that did not have organizational policies for ChatGPT. Additional details about these charts are provided in the appendix.

Discussion and Recommendations

Generative AI has been widely available, largely in a beta version, for under six months. Yet, it has already captured the imagination of millions of professionals. This study shows that, even at this early stage of generative AI use, roughly one third of workers in our study have used it for communication tasks such as drafting emails and writing reports. Its use is more prominent among managers and executives. Large majorities of our respondents, especially early adopter respondents, believe generative AI will make their work more efficient, help them generate ideas for work, improve the quality of their work, and support more effective communication.

Organizations appear slow to develop policies about the use of ChatGPT. Roughly one quarter (27%) of participants in this study were aware of policies at their organizations. Most of these employees who are aware of policies say the policies made them more comfortable using generative AI for work, improved trust at their organizations, increased efficiency in work, and provided a more legally safe environment. A supermajority of generative AI early adopters in this study believe the tools will make them more productive and better communicators. Most of these early adopters at organizations without policies desire clear guidance about when generative AI is appropriate and when it is not.

We believe organizations should develop policies that support innovation and efficiency while putting into place legal safeguards for organizations and their employees. We believe a flexible, community-oriented approach is critical. Cardon et al. (2021) developed a social contracts framework for developing AI policy, based on the views of early adopters of AI in organizations. In the social contracts approach, employees are heavily involved in the development of policies.

While most US employees believe generative AI can help them work more productively, many early adopters seem to hide their use of generative AI (Navarra, 2023). Companies should seek to understand how these early adopters are using generative AI to work more efficiently and innovatively. To do so, they must hold open and safe conversations in which employees across organizations can shape AI policy. Early adopters are particularly important to engage in the development of AI policy. Their use of the technologies may allow them to recognize the early benefits of using AI tools, while also allowing them to explain some potential drawbacks and ethical challenges that early use of these technologies has presented.

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Appendix

Table 5
Perceived Benefits of AI Based on Managerial Status

What do you think could be the primary benefits of ChatGPT and similar tools for your role or position?	Non-managerial	Manager	Executive	All
Makes your work more efficient	48.7%	49.0%	70.5%	51.3%
Helps you generate ideas for work	59.3%	57.0%	63.4%	58.9%
Improves the quality of your work	53.8%	57.7%	58.5%	55.9%
Helps you communicate more effectively	54.4%	64.1%	66.7%	59.6%

Note. *n* = 195 for non-managerial, *n* = 156 for managers, *n* = 44 for executives. The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).

Table 6
Perceived Benefits of AI Based on Level of ChatGPT Use

What do you think could be the primary benefits of ChatGPT and similar tools for your role or position?	Prior Use of ChatGPT				
	Never	1 or 2 times	3 or 4 times	5+ times	All
Makes your work more efficient	40.0%	46.7%	70.8%	82.6%	51.3%
Helps you generate ideas for work	49.7%	54.8%	76.2%	84.4%	58.9%
Improves the quality of your work	42.0%	60.0%	72.1%	72.7%	55.9%
Helps you communicate more effectively	41.4%	69.9%	72.1%	73.8%	59.6%

Note. *n* = 150 for participants who selected never; *n* = 150 for *1 to 2 times*; *n* = 48 for *3 or 4 times*; *n* = 46 for *5+ times.* The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).

Table 7
Perceived Benefits of an Organizational ChatGPT Policy based on Managerial Status

Our policy on ChatGPT accomplishes the following:	Non-managerial	Manager	Executive	All
Makes me more comfortable using ChatGPT	59.3%	54.1%	61.5%	56.4%
Improves trust	76.9%	69.1%	58.3%	69.9%
Improves efficiency	73.1%	74.5%	91.7%	76.3%
Provides legal protections for our company	57.7%	63.6%	72.7%	63.0%

Note. *n* = 27 for non-managerial, *n* = 61 for managers, *n* = 13 for executives. The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).

Table 8

Perceived Benefits of an Organizational ChatGPT Policy based on Level of ChatGPT Use

Our policy on ChatGPT accomplishes the following:	Never	1 or 2 times	3 or 4 times	5+ times	All
Makes me more comfortable using ChatGPT	42.9%	49.1%	77.3%	66.7%	56.4%
Improves trust	57.1%	67.3%	84.2%	72.7%	69.9%
Improves efficiency	71.4%	71.4%	78.9%	100.0%	76.3%
Provides legal protections for our company	57.1%	53.1%	73.7%	100.0%	63.0%

Note. $n = 14$ for participants who selected never; $n = 53$ for *1 to 2 times*; $n = 22$ for *3 or 4 times*; $n = 12$ for *5+ times*. The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).

Table 9

Anticipated Benefits of an Organizational ChatGPT Policy based on Managerial Status

A policy at your organization about how to use ChatGPT would accomplish the following:	Non-managerial	Manager	Executive	All
Make me more comfortable using ChatGPT	38.9%	51.1%	41.4%	43.1%
Improve trust	36.5%	41.4%	42.9%	38.7%
Improve efficiency	45.6%	58.3%	46.4%	49.6%
Provide legal protections for our company	41.4%	55.8%	48.3%	46.7%

Note. $n = 158$ for non-managerial, $n = 84$ for managers, $n = 28$ for executives. The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).

Table 10

Anticipated Benefits of an Organizational ChatGPT Policy based on Level of ChatGPT Use

A policy at your organization about how to use ChatGPT would accomplish the following:	Never	1 or 2 times	3 or 4 times	5+ times	All
Make me more comfortable using ChatGPT	34.6%	46.9%	50.0%	60.6%	43.1%
Improve trust	28.6%	38.9%	66.7%	55.9%	38.7%
Improve efficiency	38.7%	57.8%	54.2%	65.6%	49.6%
Provide legal protections for our company	38.4%	52.8%	70.8%	44.1%	46.7%

Note. $n = 133$ for participants who selected never; $n = 96$ for *1 to 2 times*; $n = 26$ for *3 or 4 times*; $n = 33$ for *5+ times*. The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).

Table 11

Desired Components of an Organizational ChatGPT Policy based on Managerial Status

If your organization had a policy about ChatGPT (or generative AI), which of the following items are most important to you?	Non-managerial	Manager	Executive	All
When ChatGPT is permissible	74.3%	79.6%	71.0%	75.6%
When ChatGPT is NOT permissible	75.9%	78.2%	73.3%	76.4%
How to get approval to use ChatGPT	76.4%	80.5%	83.3%	78.5%
How to document the use of ChatGPT	71.6%	80.5%	83.3%	75.7%

Note. *n* = 158 for non-managerial, *n* = 84 for managers, *n* = 28 for executives. The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).

Table 12

Desired Components of an Organizational ChatGPT Policy based Level of ChatGPT Use

If your organization had a policy about ChatGPT (or generative AI), which of the following items are most important to you?	Prior Use of ChatGPT				
	Never	1 or 2 times	3 or 4 times	5+ times	All
When ChatGPT is permissible	72.4%	78.4%	69.2%	85.3%	75.6%
When ChatGPT is NOT permissible	70.3%	82.2%	79.2%	81.8%	76.4%
How to get approval to use ChatGPT	71.9%	83.1%	87.5%	84.8%	78.5%
How to document the use of ChatGPT	70.4%	82.2%	87.5%	69.7%	75.7%

Note. *n* = 133 for participants who selected never; *n* = 96 for *1 to 2 times*; *n* = 26 for *3 or 4 times*; *n* = 33 for *5+ times*. The original survey was on a Likert scale from 1, strongly disagree, to 7, strongly agree. Percentages based on the number of respondents who selected on of the *agree* options (i.e., 5, somewhat agree; 6, agree; 7, strongly agree).