



Impact of Chatgpt on Industry

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Abstract

Technology is advancing day by day. With this advancement, ChatGPT is one of the most commonly used technologies. ChatGPT has the potential to improve individualized instruction and critical thinking abilities. It has significant impact in different sectors like healthcare, education, business and work parts. It has the capacity to completely transform the IT sector by accelerating software development and increasing efficiency. It is a generative AI language model that acts conversationally. Providing human-like responses to natural language queries is ChatGPT's main goal. It is a broad technology with benefits across many sectors. It can be used to build chatbots that assist and reply to consumer inquiries, freeing up human customer support agents for more difficult jobs. Because of ChatGPT automation capabilities, some jobs may become out-dated, which could result in unemployment and force people to adjust to new demands. This paper aims to provide an overview of ChatGPT and its effects on industry. The research is carried on data samples of 40 employees of the Mumbai location working in industry. The majority of respondents agreed that due to ChatGPT there is negative impact on employment or job roles.

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Keywords: ChatGPT, Generative AI, Chatbot, NLQ, Assistance.

1. Introduction:

ChatGPT and similar technologies have impacted various jobs and industries. It has a significant impact in different sectors like Information technology, finance, E-commerce, healthcare, education, business and work parts. Before ChatGPT there existed Customer Support Representatives which are the Human agents who were primarily responsible for handling customer inquiries and providing support. Before ChatGPT, traditional customer support, online chat agents and various manual methods were commonly used for handling inquiries and providing information. The development of ChatGPT and similar models has impacted these roles by offering automated, scalable solutions for natural language processing tasks, reducing the need for human

intervention in certain scenarios. It is a generative AI language model that acts in a conversational way. In that, anyone can ask it questions and get human-like answers [1]. When ChatGPT was introduced in industries, many changes took place in industrial sectors. It impacts on job dynamic in an industrial area. Some routine queries can be handled by ChatGPT, reducing the workload on human support representatives. Automated Data Processing means ChatGPT can assist in automating certain data-related tasks. ChatGPT can be used to generate content, reducing the time and effort required for writing. 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 employment dynamics. It is conceivable that a number of occupations and job roles may be replaced. [2]

2. Literature Review:

A.Shaji George et.al (A.S.Hovan George, A.S.Gabrio Martin) in the research paper “**Chatgpt and The Future of Work: A Comprehensive Analysis of AI's Impact on Jobs and Employment**” focuses on how ChatGPT and other AI technologies on jobs

and employment, providing a thorough understanding of their effects on various sectors, and discusses the opportunities and challenges that arise from the integration of AI into the workforce.[3]

Yunhe Feng et.al in the research paper "**The Impact of ChatGPT on Streaming Media: A Crowdsourced and Data-Driven Analysis using Twitter and Reddit**" discusses how chatGPT impacts on media This paper was published in the 2023 IEEE 9th Intl Conference on Big Data Security on Cloud.

As a result, it remains unclear how ChatGPT is changing the future of streaming media. To bridge such a research gap, in this paper, they proposed a crowdsourced, data-driven framework that leverages two social media platforms, Twitter and Reddit, to explore the impact of ChatGPT on streaming media. [4]

Ali Zarifhonarvar in the research paper "**Economics of ChatGPT: A Labor Market View on the Occupational Impact of Artificial Intelligence**" analyzed the prior research that has been done on the subject in order to start understanding how ChatGPT and other AI-related services are influencing the labor market. This study examines how ChatGPT affects the labor market. As a result, they find out that, the impact of AI on the labor market is directly tied to the mismatch in skills between the jobs being replaced and the employees who are losing their employment. This mismatch can lead to long-term unemployment for employees who cannot learn new skills to shift to other occupations. [5]

Mahdiyah Rashid in the paper presented in "International Education & Research Journal [IERJ]" Named as "**How is the development and deployment of AI models like chatGPT affecting the job market and what are the implications for workers in various industries?**" they discussed, The development and deployment of AI models like ChatGPT have the potential to revolutionize the way businesses operate and enhance the productivity and efficiency of the workforce. This research paper argues that while AI has the potential to replace some jobs, it also creates new opportunities and can enhance productivity and efficiency.[6]

Dinesh Kalla et. al in the research paper presented in International Journal of Innovative Science and Research Technology Named as “**Study and Analysis of Chat GPT and its Impact on Different Fields of Study**” discusses the impact of ChatGPT on academics, cyber security, customer support, software development, jobs, and information technology, as well as its potential applications for researchers and scholars.[7]

3. Objective:

- To study the effect of ChatGPT in Industrial sectors.
- To examine the ChatGPT effects on current industrial jobs.
- To explore the impact of ChatGPT on job losses.

4. Scope:

It is used to discover the impact of ChatGPT on jobs in industrial sectors in Mumbai location.

5. Limitation:

The research is used to study the impact of ChatGPT on only industrial sectors.

6. Methodology:

The research is carried using a survey-based methodology.

Available online at: <https://jazindia.com>

7. Sampling Design:

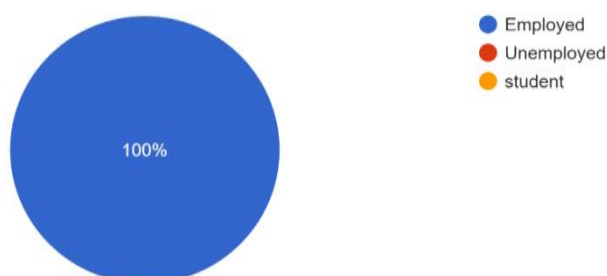
The essential information was collected from current working professionals who are located in the Mumbai sector working in industry by survey method. For our study, we collected data from current working professionals using a series of questionnaires. following are the sample questions,

Are you aware about ChatGPT?
How frequently do you use ChatGPT?
What are primary purposes for which you use ChatGPT?
Do you find ChatGPT helpful in generating creative content?
Have you ever received incorrect information from ChatGPT?
Have you experienced difficulties in steering conversation with ChatGPT?
Does ChatGPT affect jobs?
What do you think is the impact of chatgpt on jobs?
Will ChatGPT lead to job losses?
Which industry are likely to be impacted by ChatGPT?
Will ChatGPT disrupt many jobs?
Do you think is ChatGPT causing unemployment ?
Would you recommend ChatGPT to others?
Are you satisfied with your overall experience using ChatGPT.

Data Analysis:

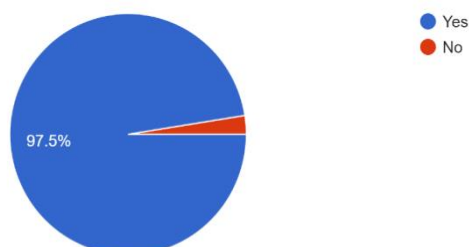
What is your current employment status?

40 responses



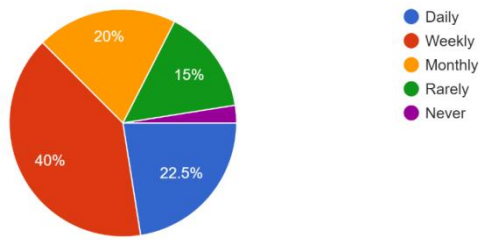
Are you aware about ChatGPT?

40 responses



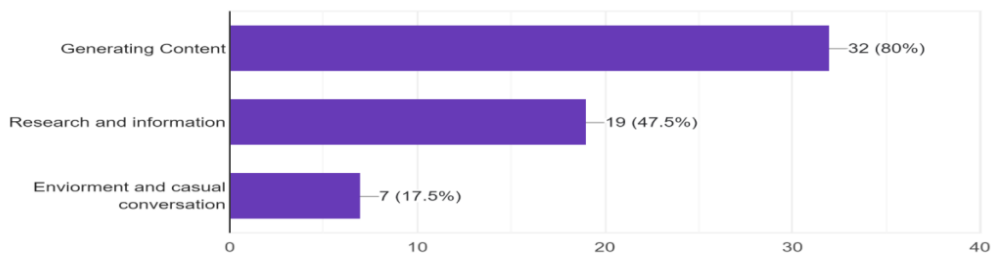
Interpretation: From this figure, 97.5% people aware about ChatGPT.

How frequently do you use ChatGPT?
40 responses



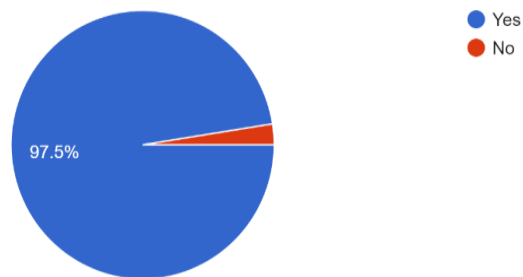
Interpretation: From this figure, 40% people used ChatGPT weekly.

What are primary purposes for which you use ChatGPT?
40 responses



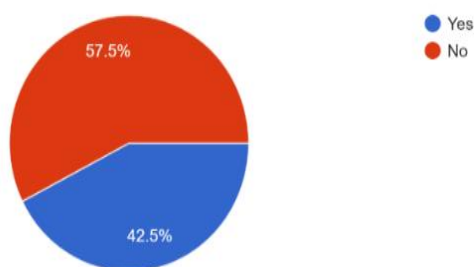
Interpretation: From this figure, 80% used chatgpt for generating content .

Do you find ChatGPT helpful in generating creative content?
40 responses



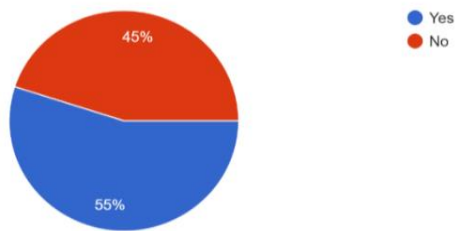
Interpretation: From this figure, According to 97.5% people chatgpt helpful in creating creative content.

Have you ever received incorrect information from ChatGPT?
40 responses



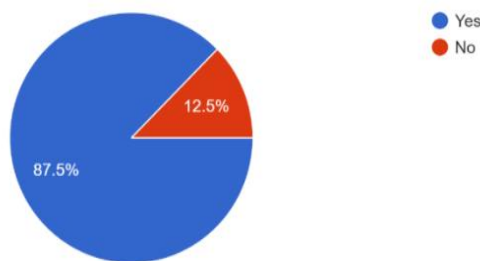
Interpretation: From this figure, 57.5% people not received incorrect information from chatgpt.

Have you experienced difficulties in steering conversation with ChatGPT?
40 responses



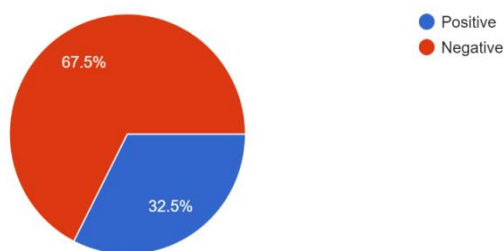
Interpretation: From this figure, 55 % people have experienced difficulties in steering with ChatGPT.

Does ChatGPT affect jobs?
40 responses



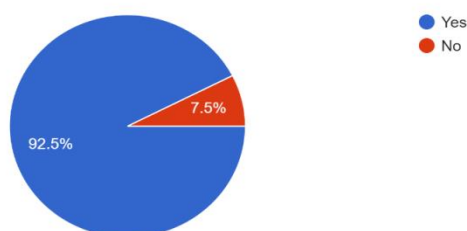
Interpretation: From this figure, according to 87.5% people ChatGPT affect jobs.

What do you think is the impact of chatgpt on jobs?
40 responses



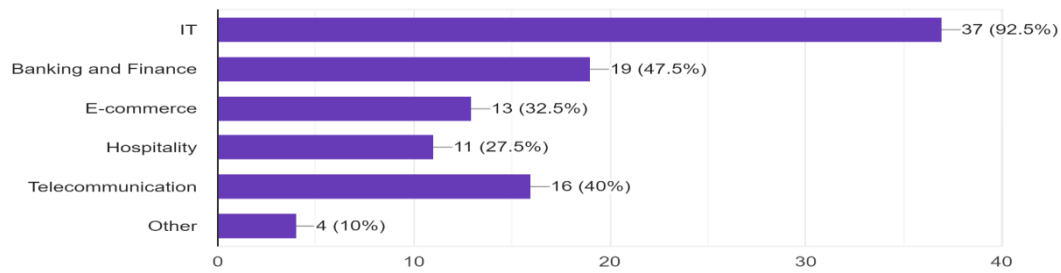
Interpretation: From this figure, 67.5% people think is ChatGPT impact on jobs.

Will ChatGPT lead to job losses?
40 responses



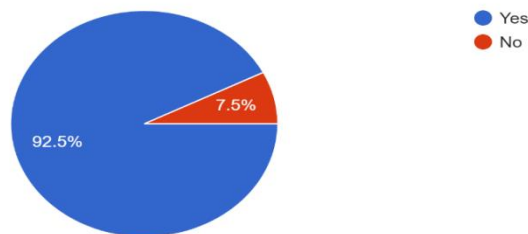
Interpretation: From this figure, According to 92.5% People ,Chatgpt lead to job losses.

Which industry are likely to be impacted by ChatGPT?
40 responses



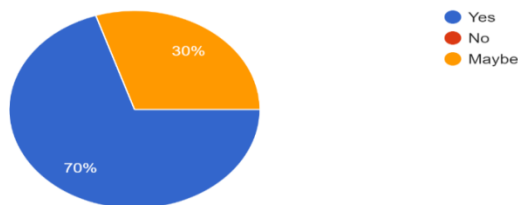
Interpretation: From this figure, According to 93% people chtgpt mostly impact on IT industry.

Will ChatGPT disrupt many jobs?
40 responses



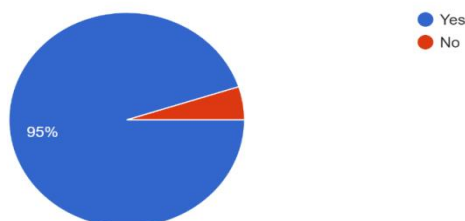
Interpretation: From this figure, 92.5% people think chatgpt disrupt many jobs.

Do you think is ChatGPT causing unemployment ?
40 responses

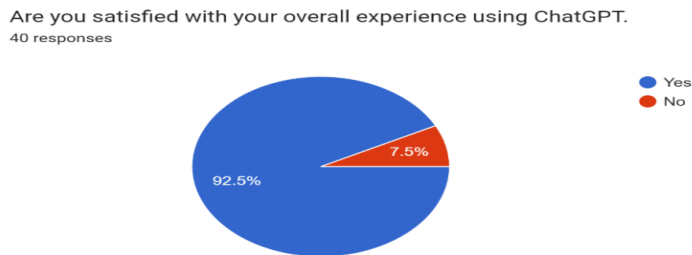


Interpretation: From this figure, According to 70% people think is chatgpt causing unemployment.

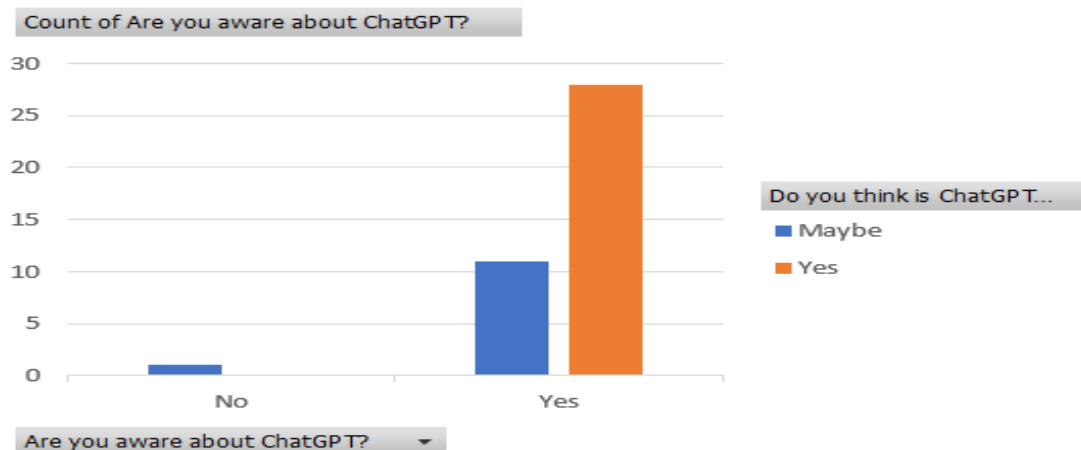
Would you recommend ChatGPT to others?
40 responses



Interpretation: From this figure, 95% people recommend chatgpt to others.



Interpretation: From this figure, 92.5% people are satisfied with overall experience using ChatGPT.



Result and Conclusion:

The results show that the companies' job roles are changing significantly. There will be adverse effects on the demand for human employees in the organization. 88% of respondents anticipate that the ChatGPT affect and replace particular employment responsibilities or functions. ChatGPT will undoubtedly have an impact on the skills and requirements for employment roles.

The majority of respondents believed that there will be an influence on the job satisfaction and engagement of employees in organizations integrating ChatGPT in different job roles. The respondents believed that ChatGPT would lead to job losses. The results revealed there will be a significant effect on the demand for employees due to AI. From the study, 70% of people believed ChatGPT causes unemployment and the remaining of 30 % are in favour ChatGPT may cause unemployment.

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