

IMPACT OF GENERATIVE AI TRAINING ON EMPLOYEE CONFIDENCE IN USING AI AT WORK

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Abstract

Generative Artificial Intelligence (AI) is becoming an increasingly visible part of workplace learning and everyday work. Training can help employees understand AI tools, practice their use, and become more confident in applying them to workplace tasks. This study focuses on the perceived impact of generative AI training on employee confidence in using AI at work. The study follows a quantitative and descriptive approach and uses primary data collected through a structured online questionnaire. The supplied survey summary contains 33 responses for the reported age-group question. The available chart shows that 87.9% of respondents were in the 20–30 age group and 12.1% were in the 30–40 age group, while no respondents were recorded in the Above 40 category. The available data provide a preliminary view of the respondent profile; further confidence-related questionnaire results are required to make a complete statistical conclusion about the impact of training.

Keywords: *Generative AI, Employee Training, Employee Confidence, Artificial Intelligence, Workplace Learning, HRM*

1. Introduction

Employee training and development is an important part of Human Resource Management because organizations need employees who can learn new technologies and adapt to changing work requirements. The growing use of AI tools has created new learning needs in the workplace. Generative AI can support activities such as drafting, summarizing, idea generation, information organization, and learning support. However, access to an AI tool does not automatically mean that an employee feels confident using it. Training, practice, guidance, and responsible-use awareness can influence employee readiness.

The present study therefore examines the relationship between generative AI training and employee confidence in using AI at work. The topic is relevant to HRM because organizations may need to design AI-literacy and training programmes that help employees use new technologies effectively while maintaining appropriate human judgment, privacy, and responsible use.

1.1 Research Gap

Existing HRM literature discusses the

opportunities and challenges of AI adoption, including employee readiness, organizational capability, privacy, transparency, and human oversight. The present study narrows the focus to employee confidence after generative AI training. The supplied survey material provides an initial respondent profile, but the complete confidence-scale results are not included in the provided image; therefore, this report does not invent or assume missing confidence statistics.

1.2 Objectives of the Study

- To examine the perceived impact of generative AI training on employee confidence in using AI at work.
- To understand whether training can improve employee comfort and readiness to use AI tools.
- To identify the importance of practical AI training and workplace guidance.
- To understand the respondent profile represented in the supplied survey data.
- To suggest HRM measures for effective and responsible generative AI training.

2. Literature Review

Research on AI in Human Resource Management suggests that organizations need more than technology alone for successful adoption. Tambe,

Cappelli, and Yakubovich (2019) discussed the opportunities and organizational challenges associated with AI in HRM and emphasized the importance of organizational capabilities and human judgment. Bujold et al. (2024) highlighted responsible-AI concerns such as privacy, transparency, bias, perceived justice, and the continuing role of humans. Gong, Fan, and Bartram (2025) described AI-HRM as a rapidly developing area that requires attention to both technological value and organizational conditions. These perspectives support the need for employee preparation when AI is introduced at work. For generative AI in particular, training can be viewed as a way to build basic AI literacy, improve familiarity with AI-supported tasks, and encourage responsible use. Confidence is important because employees who understand how to use a tool and its limitations may be better prepared to integrate it into their work.

3. Research Methodology

Research Design: Quantitative and descriptive.
Data Source: Primary data collected through a structured online questionnaire.
Available Survey Data: The supplied Google Forms summary reports 33 responses for the age-group question.
Measurement: The supplied image shows respondent-profile data; confidence-related questionnaire results were not visible in the provided image.
Analysis: Frequency and percentage analysis are used for the available age-group result. No causal relationship is claimed from the available data.

3.1 Respondent Profile Available in the Supplied Survey

Age Group	Frequency	Percentage
20–30	29	87.9%
30–40	4	12.1%
Above 40	0	0.0%
Total	33	100.0%

The chart supplied by the researcher indicates that the sample is concentrated in the 20–30 age group. This respondent profile should be considered when interpreting later confidence-related findings.

4. Survey Evidence Provided by the Researcher

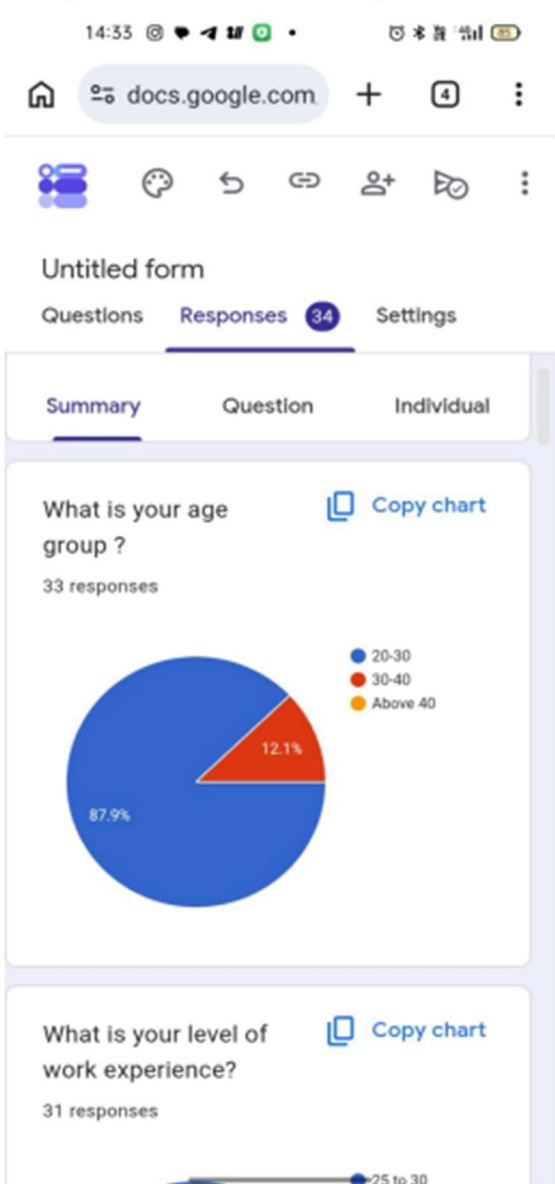


Figure 1. Supplied Google Forms response summary showing the respondent age-group distribution and the beginning of the work-experience question.

5. Results and Discussion

5.1 Age-Group Result

The supplied survey chart contains 33 responses. Of these, 87.9% are in the 20–30 age group and 12.1% are in the 30–40 age group. No response is shown for the Above 40 category. In frequency terms, this corresponds to 29 respondents aged 20–30 and 4 respondents aged 30–40. The age distribution indicates that the available sample is predominantly composed of younger respondents. This may be relevant when studying confidence in generative AI because familiarity with digital technologies can differ across employees; however, the supplied data do not contain enough information to establish such a relationship. Therefore, no age-based confidence conclusion is made in this report.

5.2 Interpretation for the Study Topic

The central research question is whether generative AI training can strengthen employee confidence in using AI at work. A complete analysis would normally compare responses to confidence statements before or after training, or analyze Likert-scale responses concerning comfort, perceived ability, willingness to use AI, and readiness to apply AI to workplace tasks. Those confidence results are not visible in the supplied image, so they have not been fabricated here.

6. HRM Implications

- Provide basic generative AI literacy before expecting employees to use AI tools in routine work.
- Use practical demonstrations and workplace examples rather than only theoretical training.
- Allow employees to practise AI tools in a safe learning environment.
- Explain responsible use, privacy, accuracy checking, and the need for human judgment.
- Provide continuing support after formal training so employees can build confidence through practice.
- Collect post-training feedback and confidence scores to measure training effectiveness.
- Use the survey findings to identify groups that may need additional training or support.

7. Suggestions and Recommendations

Based on the study focus and the available survey evidence, organizations should treat generative AI training as an ongoing learning process. Training should combine AI basics, hands-on practice, responsible-use guidance, and opportunities for employees to ask questions. HR departments can also use short assessments before and after training to measure changes in employee confidence. Regular evaluation can help organizations update training content as AI tools and workplace requirements change.

8. Limitations of the Study

- Only the visible survey information supplied by the researcher has been analyzed.
- The available image provides the age-group result but does not show the complete confidence-related responses.
- The available sample shown for the age question contains 33 responses.
- The descriptive result does not establish that generative AI training causes increased confidence.
- Additional questionnaire results

are required for complete statistical analysis of the study objectives.

9. Conclusion

Generative AI training has clear relevance to employee learning and workplace readiness because employees need knowledge, practice, and guidance to use AI tools confidently and responsibly. The supplied survey evidence shows a respondent sample that is mainly in the 20–30 age group, with 87.9% of the 33 reported responses in that category. This provides useful background for the study, but it is not sufficient by itself to measure the impact of training on confidence. A complete study should analyze the remaining confidence-related questionnaire responses and compare employee perceptions across relevant demographic and training variables.

10. Acknowledgement

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References

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Note on data integrity: The report uses the supplied reference paper for the overall academic structure and uses the supplied Google Forms screenshot for the reported survey result. Missing questionnaire results have intentionally not been invented.