



7<sup>TH</sup> SEAMEO CENTRES POLICY RESEARCH NETWORK (CPRN) SUMMIT 2024

# EMBRACING INCLUSIVITY IN EDUCATION, SCIENCE AND CULTURE TOWARDS A FUTURE-READY SOUTHEAST ASIA

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## From Skepticism to Application: Assessing the Impact of a Generative AI Literacy Workshop on University Staff

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**SEAMEO VOCTECH**  
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# Background and Rationale

WORKFORCE WIRE

## The more workers use AI, the more they worry about their job security, survey finds

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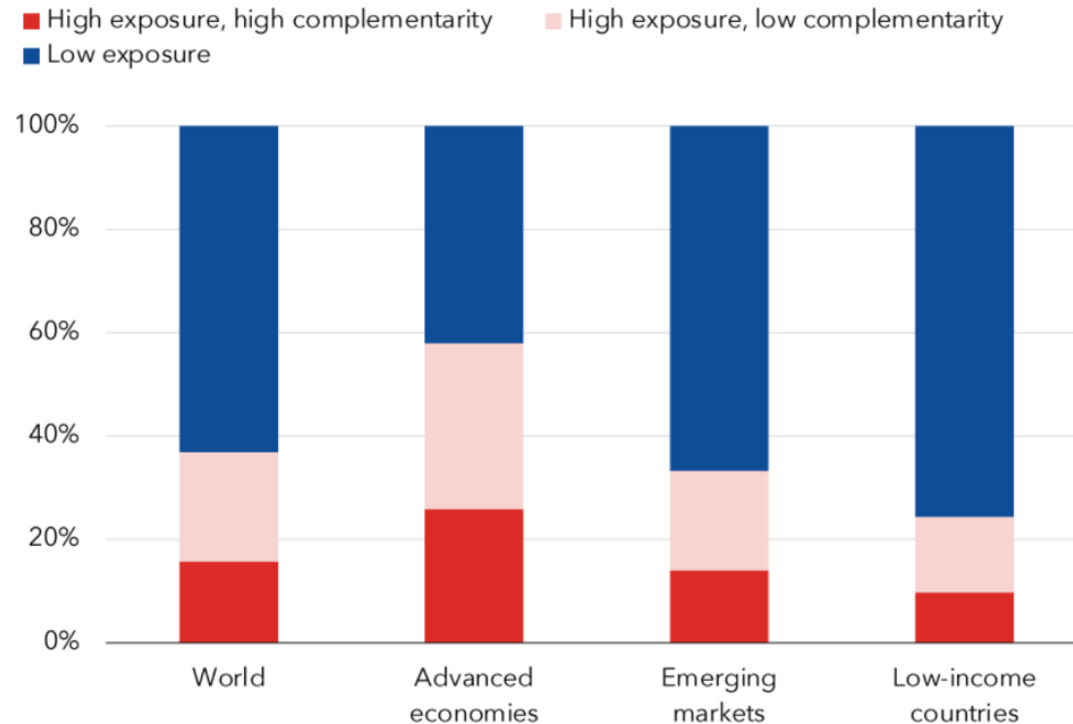
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SHARE    

42% of employees said they're concerned about the technology's impact on their jobs.

# Background and Rationale

## Employment shares by AI exposure and complementarity



40% Jobs Impact

Source: International Labour Organization (ILO) and IMF staff calculations  
Note: Share of employment within each country group is calculated as the working-age-population-weighted average.

IMF

# Research Questions

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AI literacy workshop → Change in Perceptions

H1: Limitations of Generative AI

H2: How Generative AI can be utilized to support their work

H3: The risk of AI potentially replacing their jobs

# Methodology

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Intervention: AI Awareness Workshop (1.5 days)

Survey: Pre and Post Test

Instrument: Revised 26 Items Survey from Chan and Hu (2023)

Participants: 33 Staff

Administrative Position – University Staff

Analysis: T-Test

# Instruments

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Q1: I understand generative AI technologies can generate output that is factually inaccurate. (Hallucination)

Q2: I understand generative AI technologies can generate output that is out of context or inappropriate. (Out of Context)

Q3: I believe generative AI technologies can improve my digital competence. (Improve DQ)

Q4: I am fear that generative AI will make me lose my job. (Fear of Job loss)

# Discussion of Findings

## T-Test Results

	Pre Test		Post Test		p
	M	SD	M	SD	
<b>Q1: Hullacination</b>	3.08	0.94	3.59	0.78	0.0188*
<b>Q2: Out of Context</b>	3.18	0.87	3.59	0.73	0.0438*
<b>Q3: Improve DQ</b>	3.84	0.89	4.21	0.73	0.0687
<b>Q4: Fear of Jobloss</b>	2.61	0.89	2.69	0.89	0.7015

# Discussion of Findings

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- Increase in awareness regarding the limitations of AI
- Increase in awareness of AI's potential to aid in improving their digital literacy
- No significant differences in participants' perceptions concerning the fear of job loss



# Discussion of Findings

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Why the fear of AI replacing jobs was not significantly evident among the participants?

- Perception that AI serves as an aid to their work
- university staff tend to regard their positions as secure, often believing that they will remain employed by the university until retirement.

University executives indicate that integrating AI into administrative functions could significantly alter the nature of these roles, potentially reducing the need for human staff.

# Conclusion

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Generative AI literacy workshop proved to be a pivotal experience for university support staff, leading to a notable shift in their perceptions and attitudes towards AI technologies.

The potential for AI to streamline tasks and reduce the need for human labor raises important considerations regarding job displacement and the reskilling of employees.

# Policy Recommendations

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Organizations must develop comprehensive strategies and policies to navigate these challenges effectively and ensure a smooth transition towards a more AI-integrated workforce.

Workforce Rebalancing - prioritize reskilling and upskilling efforts to equip employees with the necessary skills for evolving roles in the AI-driven landscape. Focusing on areas where human intelligence and creativity remain indispensable, organizations can mitigate the adverse effects of potential layoffs and foster a symbiotic relationship between human workers and AI technologies.

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