

AI ADAPTATION AND EMPLOYEE PRODUCTIVITY IN PRIVATE COMPANY

BY

AYSKA GURUNG

Symbol No: 23030653

PU Registration No: 2023-2-03-1418

*A Project Work Report submitted to Pokhara University in partial fulfillment of
the requirement for the degree of*

Bachelor of Business Administration (BBA)

at

Nepal Tourism and Hotel Management College

Gairapatan-4, Pokhara

August, 2026

DECLARATION

I hereby declare that this project report entitled “**AI ADAPTATION AND EMPLOYEE PRODUCTIVITY IN PRIVATE COMPANY**” is submitted to Nepal Tourism and Hotel Management College in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA) of Pokhara University. This project report is my original work and has been prepared based on the research conducted by me under the guidance and supervision of the concerned faculty member.

The information, findings, analysis, and conclusions presented in this report are based on primary data collected from respondents in Pokhara through a structured questionnaire, along with relevant secondary sources. Every effort has been made to acknowledge the sources of information, literature, and ideas used in the preparation of this report. This report has not been previously submitted to any other institution or university for the award of any degree or academic qualification.

.....

Signature

Ayska Gurung

Date: August, 2026

BONAFIDE CERTIFICATE

Certified that this project

“AI ADAPTATION AND EMPLOYEE PRODUCTIVITY IN PRIVATE COMPANY”

is the bonafide work of

Ayska Gurung

who carried out the summer project work under my supervision. This report is forwarded for examination.

.....

Mr. Prakash Regmi
Internal Supervisor

.....

External Examiner

CERTIFICATE

This is to certify that the project work entitled “**AI ADAPTATION AND EMPLOYEE PRODUCTIVITY**” submitted by Ayska Gurung in partial fulfillment of the requirements for the degree of Bachelor of Business Administration (BBA) embodies bona fide work carried out under my supervision and guidance. The work is found to be satisfactory and suitable for submission.

.....

Signature of the Supervisor

Name: Prakash Regmi

Date: August, 2026

.....

Signature of the Project Head

External Examiner

Date: August, 2026

ACKNOWLEDGEMENT

I am pleased to express my sincere appreciation to all those who supported and guided me in the successful completion of this project report, prepared in fulfillment of the requirements of the BBA 6th Semester syllabus of Pokhara University.

First and foremost, I would like to express my sincere gratitude to Pokhara University for providing an academic environment that encourages research, critical thinking, and learning, which greatly contributed to the completion of this project.

I would like to extend my heartfelt gratitude to Mr. Prakash Regmi, my project supervisor, for his valuable guidance, continuous support, constructive feedback, and encouragement throughout the course of this project. His guidance played a vital role in completing this study successfully.

I am also thankful to the faculty members of Nepal Tourism and Hotel Management College for providing the necessary academic resources, materials, and support required for this project.

I would also like to acknowledge all the respondents who participated in this research. Their valuable time, cooperation, and willingness to provide the required information through the questionnaire made this study possible.

Finally, I would like to express my sincere thanks to everyone who directly or indirectly supported and assisted me in completing this research work successfully.

Thanking you all

Ayska Gurung

Exam Roll No.: 23030653

EXECUTIVE SUMMARY

The rapid development of Artificial Intelligence (AI) has transformed the way organizations perform their daily activities, communicate, make decisions, and manage business operations. AI tools are increasingly being adopted by private companies to improve efficiency, reduce workload, support decision-making, and enhance employee performance. This study focuses on **“AI ADAPTATION AND EMPLOYEE PRODUCTIVITY”** and aims to examine the relationship between the use of AI tools and employee productivity in private organizations.

The main objective of this study is to assess the level of AI adoption among employees and examine its influence on their productivity. The study also focuses on understanding how AI tools help employees complete tasks more efficiently, save time, improve the quality of work, and reduce repetitive workloads. In addition, the study considers the challenges employees may face while adopting AI, such as lack of knowledge, training requirements, technical difficulties, and concerns regarding job security.

The study is based on both primary and secondary sources of data. Primary data were collected through a structured questionnaire from respondents in Pokhara. The questionnaire focused on employees’ awareness and use of AI tools, perceived benefits of AI, and its effect on different aspects of employee productivity. Secondary information was collected from relevant books, journals, articles, reports, and online sources related to AI adoption and employee productivity.

The study is expected to provide an understanding of how AI can be used as a supportive tool for improving employee productivity in private companies. The findings can help organizations identify the benefits and challenges associated with AI adoption and develop appropriate strategies, including employee training and awareness programs, to encourage effective use of AI tools.

Overall, the study highlights that the effective adoption of AI can support employees in performing their tasks more efficiently and can contribute to improved productivity. However, successful AI adoption requires proper training, employee involvement, appropriate technological resources, and responsible use of AI within the organization.

TABLE OF CONTENTS

DECLARATION	i
BONAFIDE CERTIFICATE	ii
CERTIFICATE	iii
ACKNOWLEDGEMENT	iv
EXECUTIVE SUMMARY	v
LIST OF TABLES	viii
LIST OF FIGURES	ix
CHAPTER 1: INTRODUCTION	1
1.1 Background	1
1.2 Statement of the Problem	2
1.3 Objectives of the Study	3
1.4 Significance of the Study	4
1.5 Research Methodology	4
1.6 Research Design	5
CHAPTER 2: LITERATURE REVIEW	6
2.1 Conceptual Review	6
2.1.1 Artificial Intelligence Adoption in the Workplace	6
2.1.2 Perceived Usefulness and AI Adoption	6
2.1.3 Ease of Use and AI Adoption	7
2.1.4 AI Training and Skills	7
2.1.5 Organizational Support for AI Adoption	8
2.1.6 AI Accessibility	8
2.1.7 AI and Employee Productivity	9
2.1.8 Challenges of AI Adoption	10
2.2 Conceptual Framework	10
2.3 Operational Definition	11
2.3.1 Perceived Usefulness of AI	11
2.3.2 Ease of Use of AI	11
2.3.3 AI Training and Skills	11
2.3.4 Organizational Support for AI	12
2.3.5 AI Accessibility	12
2.3.6 Employee Productivity	12

TABLE OF CONTENTS

CHAPTER 3: DATA PRESENTATION, ANALYSIS AND INTERPRETATION	13
3.1 Response Profile	13
3.2 Demographic Characteristics of Respondents	14
3.2.1 Age Distribution	14
3.2.2 Gender Distribution	15
3.2.3 Work Experience	16
3.2.4 Department of Work	17
3.3 Summary of Major Study Variables	17
3.4 Perceived Usefulness	18
3.5 Ease of Use	19
3.6 AI Training and Skills	20
3.7 Organizational Support	21
3.8 AI Accessibility	22
3.9 Employee Productivity	23
3.10 AI Adoption Challenges	23
3.11 Biggest Challenges in Using AI	24
3.12 What Would Help Employees Use AI More Effectively	25
3.13 Summary of Employee Suggestions	25
3.14 Major Findings of the Study	26
CHAPTER 4: SUMMARY, CONCLUSION AND RECOMMENDATIONS	29
4.1 Summary of the Study	29
4.2 Summary of Major Findings	29
4.3 Conclusion	30
4.4 Recommendations	31
4.5 Limitations of the Study	32
4.6 Suggestions for Future Research	32
REFERENCES	34
APPENDIX: QUESTIONNAIRE	35

LIST OF TABLES

Table 3.1: Response Profile	13
Table 3.2.1: Age Distribution	14
Table 3.2.2: Gender Distribution	15
Table 3.2.3: Work Experience	16
Table 3.2.4: Department of Work	17
Table 3.3: Summary of Major Study Variables	17
Table 3.4: Perceived Usefulness	18
Table 3.5: Ease of Use	19
Table 3.6: AI Training and Skills	20
Table 3.7: Organizational Support	21
Table 3.8: AI Accessibility	22
Table 3.9: Employee Productivity	23
Table 3.10: AI Adoption Challenges	23
Table 3.11: Biggest Challenges in Using AI	24
Table 3.12: What Would Help Employees Use AI More Effectively	25

LIST OF FIGURES

Figure 2.1: Conceptual Framework of the Study	11
Figure 3.1: Response Profile	13
Figure 3.2: Demographic Characteristics of Respondents	14
Figure 3.2.1: Age Distribution	14
Figure 3.2.2: Gender Distribution	15
Figure 3.2.3: Work Experience	16
Figure 3.2.4: Department of Work	17
Figure 3.3: Summary of Major Study Variables	17
Figure 3.4: Perceived Usefulness	18
Figure 3.5: Ease of Use	19
Figure 3.6: AI Training and Skills	20
Figure 3.7: Organizational Support	21
Figure 3.8: AI Accessibility	22
Figure 3.9: Employee Productivity	23
Figure 3.10: AI Adoption Challenges	23
Figure 3.11: Biggest Challenges in Using AI	24
Figure 3.12: Support Measures for Effective AI Use	25

CHAPTER 1 : INTRODUCTION

1.1 Background

Artificial Intelligence (AI) has emerged as one of the most significant technological developments in the modern business environment. AI refers to the use of computer systems and technologies that can perform tasks that normally require human intelligence, such as learning, problem-solving, decision-making, information processing, and language understanding. With the rapid development of digital technology, AI tools are increasingly being used by organizations to support employees and improve the efficiency of business operations.

In private companies, employees are required to perform various activities such as preparing documents, communicating with clients, analyzing information, managing data, preparing reports, and making routine decisions. The adoption of AI tools can assist employees in completing these activities more quickly and efficiently. AI can automate repetitive tasks, provide information, support decision-making, reduce workload, and help employees focus on more important and creative responsibilities. As a result, organizations are increasingly interested in understanding how AI can contribute to employee productivity.

Employee productivity is an important factor in determining the efficiency and performance of an organization. Productive employees are able to complete their assigned tasks effectively while making appropriate use of available time and resources. The introduction of AI tools may influence productivity by reducing the time required to complete certain tasks, improving accuracy, supporting better decision-making, and reducing repetitive workloads. However, the benefits of AI adoption may depend on employees' knowledge, skills, willingness to use AI, availability of proper training, and the organization's ability to integrate AI into its existing work processes.

Although AI offers several potential benefits, its adoption also creates challenges for employees and organizations. Employees may face difficulties in understanding and using new AI technologies, while organizations may need to provide training and technological resources to ensure effective adoption. There may also be concerns related to job security, overdependence on technology, accuracy of AI-generated information, privacy, and the need

for human judgment. Therefore, understanding both the benefits and challenges of AI adoption is important for organizations seeking to improve employee productivity.

In the context of Nepal, the use of digital technologies and AI-based tools is gradually becoming relevant to private-sector organizations. Employees are increasingly exposed to AI tools for communication, content generation, information searching, data handling, documentation, and other workplace activities. However, the extent to which these tools are adopted and their actual influence on employee productivity may vary among organizations and employees. Therefore, examining AI adoption in private companies can provide useful insights into how employees perceive and use these technologies in their daily work.

This study, entitled **“AI ADAPTATION and EMPLOYEE PRODUCTIVITY IN PRIVATE COMPANY,”** focuses on examining the adoption of AI tools and their perceived influence on employee productivity. The study aims to understand employees’ awareness and use of AI tools, the benefits they experience from using AI, the challenges associated with AI adoption, and the extent to which AI contributes to improving workplace productivity. The findings of the study are expected to provide useful information for private companies in developing appropriate strategies for effective and responsible adoption of AI technologies.

1.2 Statement of the Problem

The rapid development of Artificial Intelligence (AI) has changed the way organizations perform their daily activities. Private companies are increasingly using AI tools to support employees in communication, documentation, information searching, data processing, content creation, and other workplace tasks. Although AI has the potential to improve efficiency and productivity, its adoption is still at different stages among employees and organizations.

One of the major concerns is whether the use of AI tools actually improves employee productivity or simply changes the way employees perform their tasks. While AI can save time, reduce repetitive work, and assist employees in completing tasks, excessive dependence on AI may create challenges such as reduced human involvement, inaccurate information, lack of technical knowledge, and difficulty in adapting to new technologies. Therefore, it is important to understand how employees perceive and use AI tools in their workplace.

In private companies, employees may have different levels of awareness, skills, and willingness to adopt AI technologies. Some employees may find AI useful for completing their work more quickly, while others may face difficulties due to lack of training, limited technological knowledge, or concerns about job security. Similarly, organizations may face challenges in providing appropriate training, resources, and guidelines for the effective use of AI.

Despite the growing importance of AI in the workplace, there is limited understanding of how AI adoption affects employee productivity in the context of private companies in Nepal, particularly in Pokhara. There is therefore a need to examine the extent of AI adoption among employees and determine its perceived effects on their work performance and productivity.

This study attempts to address the following problems:

- What is the level of awareness and adoption of AI tools among employees of private companies?
- What types of AI tools are commonly used by employees in their workplace?
- How does the use of AI tools affect employee productivity?
- How does AI help employees save time and reduce repetitive workloads?
- What challenges do employees face while adopting and using AI tools?
- What measures can private companies take to promote effective and responsible AI adoption?

Therefore, this study focuses on AI adoption and employee productivity in private companies to understand the benefits, challenges, and perceived influence of AI tools on employees' workplace productivity.

1.3 Objectives of the Study

❖ General Objectives

- To examine the effect of AI adoption on employee productivity in private companies.

❖ Specific Objectives

- To examine the level of awareness and adoption of AI tools among employees in private companies.
- To identify the commonly used AI tools and their purposes among employees.

- To assess the effect of AI adoption on employee productivity.
- To examine how AI tools help employees save time, reduce workload, and complete tasks efficiently.
- To identify the challenges faced by employees in adopting and using AI tools.

1.4 Significance of the Study

The study on AI adoption and employee productivity in a private company is significant as it provides an understanding of how the use of Artificial Intelligence affects employees' work performance and productivity. The study is useful to the following:

- Management: The findings can help management understand the benefits and challenges of adopting AI in the workplace and support better decision-making regarding the use of AI tools.
- Employees: The study can help employees understand how AI can assist them in completing tasks, saving time, improving efficiency, and enhancing their work performance.
- Private Organizations: The study can provide useful information to private companies about the role of AI in improving productivity and adapting to technological changes.
- Future Researchers: The study can serve as a reference for future researchers who wish to conduct further studies on AI adoption, employee productivity, and technology in the workplace.

1.5 Research Methodology

Research methodology refers to the basic methods and procedures followed throughout the study. It describes the research design, population and sample, sources of data, methods of data collection, data analysis techniques, and limitations of the study. In this study, the methodology is used to examine the adoption of Artificial Intelligence and its impact on employee productivity in a private company.

1.6 Research Design

This study follows a descriptive and analytical research design. The descriptive design is used to describe the level of AI adoption and employee productivity, while the analytical design is used to analyze the relationship between AI adoption and employee productivity. The study is

based on a survey method, where primary data is collected from respondents through a structured questionnaire prepared using Google Forms. The collected data is analyzed and presented using appropriate tables, percentages, and charts.

CHAPTER 2: LITERATURE REVIEW

2.1 Conceptual Review

Artificial Intelligence (AI) has become an important technology in modern workplaces. It enables computer systems and software to perform tasks that normally require human intelligence, such as information processing, learning, problem-solving, and decision-making. The adoption of AI has created opportunities for organizations to improve work processes and support employees in performing their daily tasks. As organizations increasingly introduce AI-based tools into their operations, understanding the factors that influence employees' acceptance and use of such technologies has become important.

Artificial Intelligence Adoption in the Workplace

AI adoption refers to the process through which individuals and organizations accept, use, and integrate AI technologies into their work activities. Davis (1989), through the Technology Acceptance Model (TAM), identified perceived usefulness and perceived ease of use as important factors influencing the acceptance and use of information technology. His study suggested that employees are more likely to accept technology when they believe it will improve their work performance and when it is easy to use.

Recent research has also examined AI adoption specifically in workplace settings. A 2026 study published in the *Journal of Management & Organization* found that perceived usefulness and trust in AI were associated with employees' intentions to adopt AI at work. The study also highlighted that the influence of perceived ease of use may vary according to the workplace context. These findings indicate that employees' perceptions and trust in AI are important when examining AI adoption in organizations.

Perceived Usefulness and AI Adoption

Perceived usefulness refers to the extent to which an individual believes that using a technology will improve their work performance. Davis (1989) established perceived usefulness as one of the fundamental determinants of technology acceptance. According to his Technology Acceptance Model, individuals are more likely to use a technology when they believe that it will improve their job performance.

In the context of AI, Noy and Zhang (2023) examined the effects of generative AI on professional writing tasks through an experiment involving 453 college-educated professionals. Their findings showed that access to ChatGPT reduced the average time taken to complete tasks by 40 percent and increased output quality by 18 percent. This finding suggests that employees may perceive AI as useful when it helps them save time, improve work quality, and complete tasks more effectively.

Therefore, perceived usefulness is an important factor in AI adoption because employees who recognize the practical benefits of AI are more likely to use it as part of their regular work activities.

Ease of Use and AI Adoption

Ease of use refers to the extent to which an individual believes that using a particular technology requires little effort. Davis (1989) identified perceived ease of use as an important determinant of technology acceptance. His research suggested that technologies that are easier to understand and operate are more likely to be accepted and used by individuals.

In the context of AI adoption, employees may be more willing to use AI tools when they are easy to learn, understand, and operate. Simple and accessible AI tools can reduce the difficulty associated with adopting new technology and can help employees become more comfortable with its use. However, AI tools that are difficult to understand or require extensive assistance may create barriers to adoption.

Recent workplace research has also indicated that the effect of ease of use can depend on the organizational context and employees' familiarity with AI. Therefore, organizations should provide employees with sufficient guidance and opportunities to practice using AI tools.

AI Training and Skills

Employee knowledge, skills, and training are important for the effective adoption of new technology. Venkatesh et al. (2003), through the Unified Theory of Acceptance and Use of Technology (UTAUT), highlighted the importance of facilitating conditions in supporting technology use. Employees are more likely to use technology effectively when they have the necessary knowledge, resources, and support.

In the context of AI, employees need to understand how to use AI tools appropriately, evaluate AI-generated information, and apply AI to relevant work activities. Dwivedi et al. (2021) discussed the growing importance of AI and emphasized that organizations need to consider employee capabilities and skills when introducing AI technologies.

Lack of training can become a barrier to AI adoption because employees may not have sufficient knowledge or confidence to use AI tools. Therefore, providing regular training, guidance, and opportunities for practical learning can help employees develop the skills required to use AI effectively. Continuous training may also help employees adapt to changes in AI technology.

Organizational Support for AI Adoption

Organizational support refers to the encouragement, assistance, resources, and guidelines provided by an organization to facilitate the adoption of new technology. Venkatesh et al. (2003) identified facilitating conditions as an important factor influencing technology use. This suggests that employees require appropriate organizational resources and support to use technology effectively.

Management support is also important for successful AI adoption. Dwivedi et al. (2021) highlighted that organizations adopting AI need to consider managerial, organizational, and human factors in addition to technological factors. Management can encourage employees to use AI by providing appropriate resources, training, guidelines, and assistance.

Recent workplace research by Gallup (2026) also reported that employees whose managers actively supported AI use were more likely to use AI frequently and report positive effects from its use. This indicates that organizational encouragement and management support can play an important role in helping employees adopt AI in their daily work.

AI Accessibility

AI accessibility refers to the availability of suitable AI tools, digital resources, and technological infrastructure required by employees to use AI in their work. Venkatesh et al. (2003) emphasized the importance of facilitating conditions, which include the resources and support necessary for technology use.

Even when employees are willing to use AI, limited access to appropriate tools or inadequate digital resources may restrict their ability to adopt the technology. Organizations therefore need to ensure that employees have access to suitable AI tools, reliable digital systems, and the technological resources required for their specific job responsibilities.

According to Dwivedi et al. (2021), the successful implementation of AI requires organizations to consider technological and organizational conditions alongside human factors. Thus, improving accessibility and digital infrastructure can support more consistent and effective AI adoption in the workplace.

AI and Employee Productivity

Employee productivity refers to the efficiency and effectiveness with which employees complete their assigned work. AI has the potential to improve productivity by reducing the time required for certain tasks, assisting with information processing, reducing errors, and allowing employees to focus on more complex activities.

Noy and Zhang (2023) found that generative AI could significantly improve productivity in professional writing tasks. Their experimental study involving 453 college-educated professionals found that access to ChatGPT reduced task completion time by 40 percent and increased output quality by 18 percent. The findings provide evidence that generative AI can improve both efficiency and quality in certain professional tasks.

Similarly, Brynjolfsson, Li, and Raymond (2023) examined the use of generative AI among customer-support workers and found that access to an AI assistant increased worker productivity, particularly among less experienced employees. Their findings suggest that AI can support employees by providing information and guidance while performing work-related tasks.

However, AI does not automatically improve productivity simply because the technology is available. Appropriate training, employee acceptance, organizational support, accessibility, and effective integration into existing work processes can influence whether employees are able to obtain meaningful benefits from AI.

Challenges of AI Adoption

Despite the potential benefits of AI, employees and organizations may face several challenges when adopting AI in the workplace. These challenges may include lack of knowledge and training, privacy and security concerns, limited access to appropriate tools, inaccurate AI-generated results, lack of organizational support, high costs, and resistance to new technology.

Dwivedi et al. (2021) discussed several opportunities and challenges associated with AI and highlighted the importance of addressing ethical, organizational, and human concerns when implementing AI technologies. Employees may also be concerned about the accuracy and reliability of AI-generated information, particularly when AI is used for important workplace decisions.

Similarly, Davis (1989) demonstrated that users' perceptions influence their acceptance of technology. If employees perceive AI as difficult, unreliable, or unsuitable for their work, their willingness to adopt it may decrease. Therefore, organizations should address AI-related challenges through appropriate training, clear guidelines, management support, and responsible use of AI.

Overall, existing literature suggests that AI adoption and employee productivity are influenced by several technological, individual, and organizational factors. Perceived usefulness and ease of use are important factors in technology acceptance, while training and skills, organizational support, and accessibility may determine how effectively employees can adopt and use AI in the workplace. These factors provide the basis for examining the relationship between AI adoption and employee productivity in the present study.

2.2 Conceptual Framework

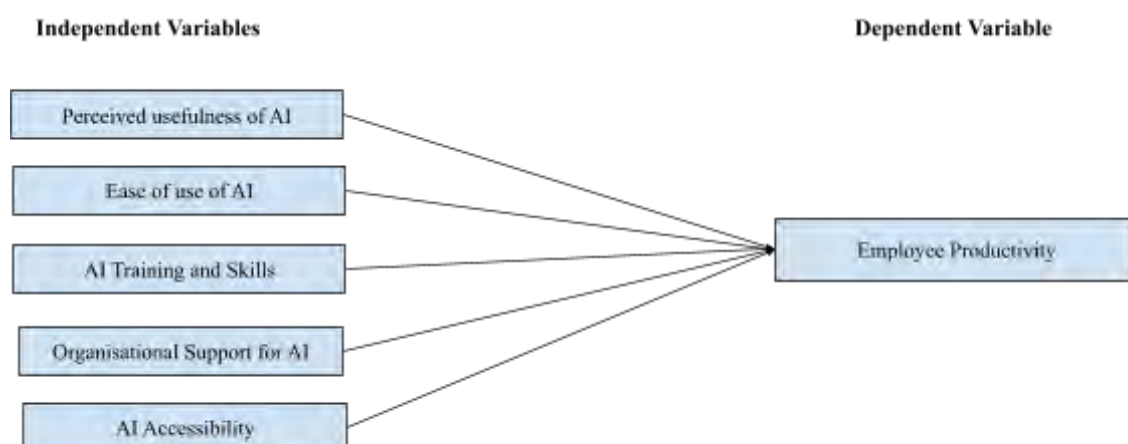


Figure: Conceptual Framework

The conceptual framework of this study illustrates the relationship between AI adoption and employee productivity in a private company. The independent variables include perceived usefulness of AI, ease of use of AI, AI training and skills, organizational support for AI, and AI accessibility. These factors represent the major aspects of AI adoption considered in the study. The dependent variable is employee productivity, which is reflected through employees' ability to complete tasks on time, complete tasks faster, accomplish more tasks within working hours, reduce errors, and focus on important and complex tasks. The framework assumes that the different factors associated with AI adoption may influence employee productivity.

2.3 Operational Definition

Independent Variables

1. Perceived Usefulness of AI

Perceived usefulness of AI refers to employees' belief that AI tools can improve their work performance and help them perform their tasks more efficiently. In this study, it is measured through employees' perceptions of improved efficiency, time saving, work quality, effective task accomplishment, and overall work performance.

2. Ease of Use of AI

Ease of use of AI refers to the extent to which employees find AI tools easy to learn, understand, and use in their work. In this study, it is measured through employees' perceptions regarding the ease of learning and using AI tools, using them without much assistance, understanding how they work, and becoming comfortable with new AI tools.

3. AI Training and Skills

AI training and skills refer to the knowledge, training, confidence, and abilities required by employees to use AI tools effectively and appropriately. In this study, it is measured through employees' knowledge of AI tools, training or guidance received, confidence in using AI, understanding of appropriate AI use, and need for additional training.

4. Organizational Support for AI

Organizational support for AI refers to the encouragement, assistance, resources, and guidelines provided by an organization to facilitate AI adoption. In this study, it is measured through organizational encouragement, management support, clear guidelines, necessary resources, and organizational support for AI adoption.

5. AI Accessibility

AI accessibility refers to the availability and ease of access to AI tools and the necessary technological resources required for work. In this study, it is measured through employees' access to suitable AI tools, ease of access, availability of digital resources, and access to the technology required for AI use.

Dependent Variable

1. Employee Productivity

Employee productivity refers to the ability of employees to complete their assigned tasks efficiently and effectively within their working hours. In this study, it is measured through employees' ability to complete assigned tasks on time, complete tasks faster, accomplish more tasks within working hours, reduce errors, and focus on important and complex tasks.

CHAPTER 3

DATA PRESENTATION, ANALYSIS AND INTERPRETATION

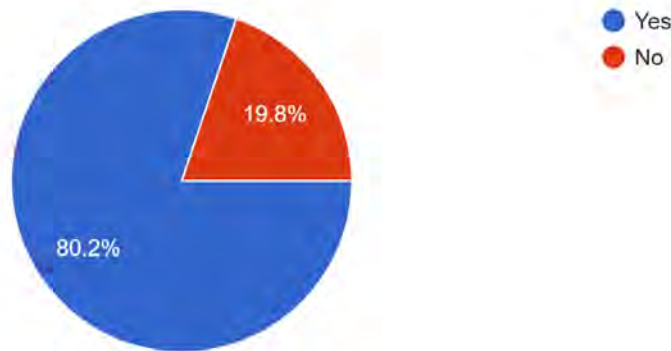
This chapter presents the analysis and interpretation of the survey data collected for the study on AI adoption and employee productivity in private companies. The uploaded dataset contains 106 total responses. Of these, 85 respondents (80.2%) indicated that they are employed in a private company, while 21 respondents (19.8%) indicated that they are not. Therefore, the main analysis in this chapter uses the 85 private-company employees as the study population.

For the Likert-scale statements, Strongly Disagree was coded as 1, Disagree as 2, Neutral as 3, Agree as 4, and Strongly Agree as 5. Percentages are calculated using the valid responses for each item. A small number of private-company respondents left some Likert items unanswered, so the valid N varies by item and construct.

3.1 Response Profile

Are you employed in a private company?

106 responses



Status	Response	Frequency	Percentage
Employed in a private company	Yes	85	80.2%
Employed in a private company	No	21	19.8%
Total		106	100.0%

The dataset contains 106 responses in total. Since the study focuses on employees working in private companies, 85 respondents who selected “Yes” are used for the main descriptive analysis. The remaining 21 responses are excluded from the main employee-level analysis.

3.2 Demographic Characteristics of Respondents

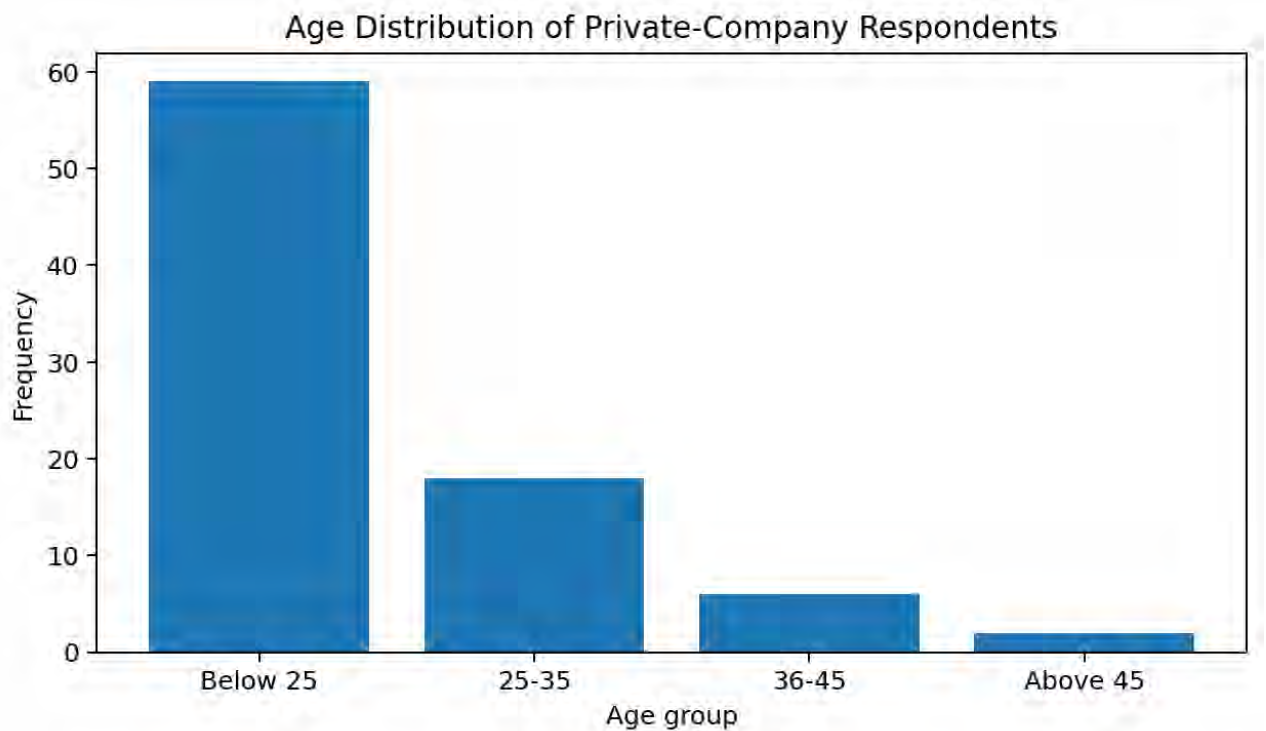
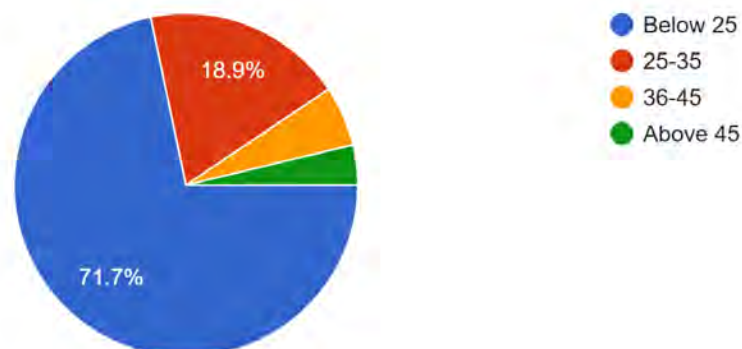


Table 3.2.1: Age Distribution

Age

106 responses



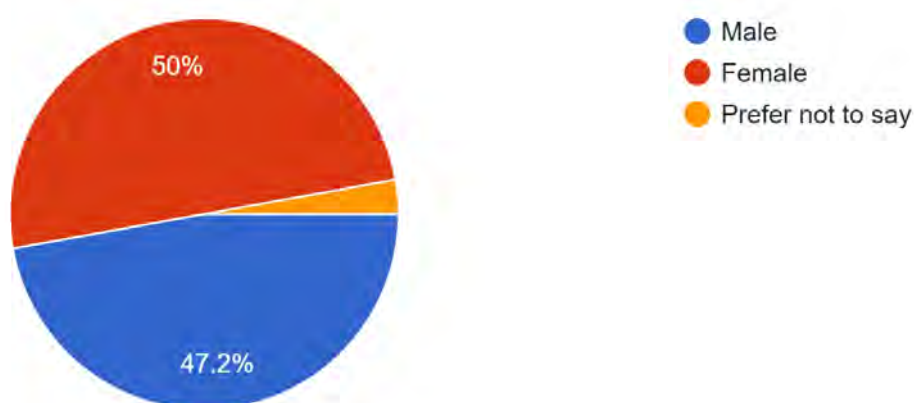
Category	Frequency	Percentage
Below 25	59	69.4
25-35	18	21.2
36-45	6	7.1
Above 45	2	2.4

The age distribution shows that the sample is dominated by employees below 25 years, representing 69.4% of private-company respondents. Respondents aged 25–35 account for 21.2%, while 36–45 and above 45 account for 7.1% and 2.4%, respectively. This indicates that the sample is largely composed of younger employees.

Table 3.2.2: Gender Distribution

Gender

106 responses



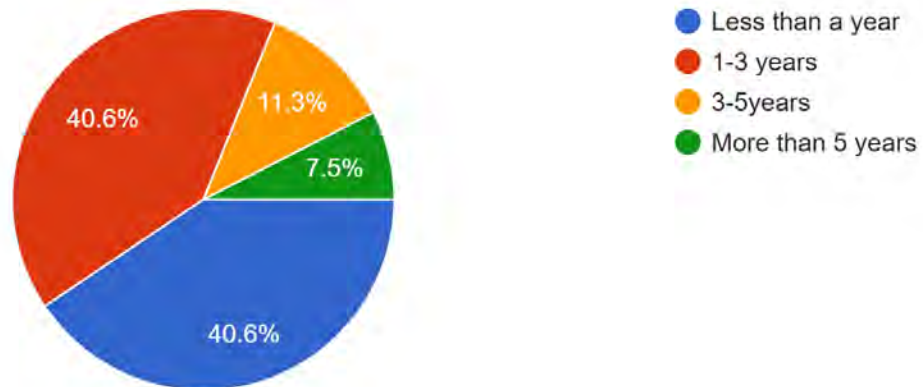
Category	Frequency	Percentage
Female	42	49.4
Male	41	48.2
Prefer not to say	2	2.4

The gender distribution is relatively balanced, with female respondents representing 49.4% and male respondents 48.2%. A further 2.4% preferred not to disclose their gender.

Table 3.2.3: Work Experience

Work experience

106 responses



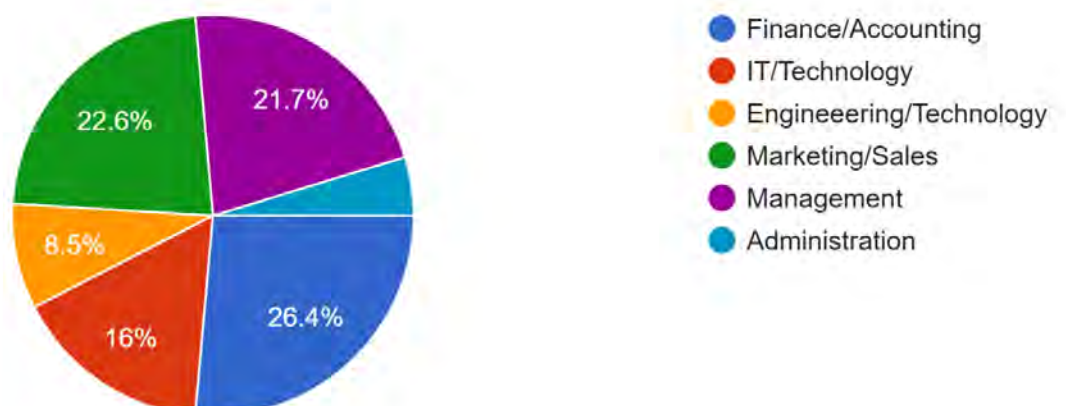
Category	Frequency	Percentage
1-3 years	38	44.7
Less than a year	30	35.3
3-5 years	12	14.1
More than 5 years	5	5.9

Employees with 1–3 years of work experience form the largest group at 44.7%, followed by employees with less than one year at 35.3%. Employees with 3–5 years account for 14.1%, while those with more than five years account for 5.9%.

Table 3.2.4: Department of Work

Area/Department of work

106 responses

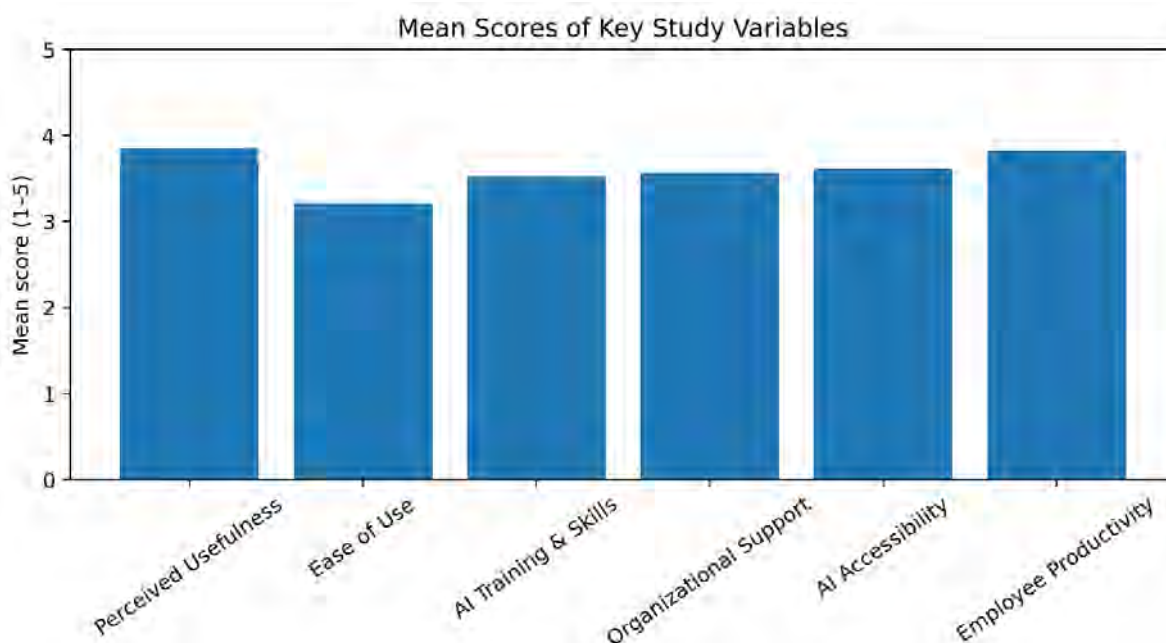


Category	Frequency	Percentage
Finance/Accounting	23	27.1
Marketing/Sales	18	21.2
Management	18	21.2
IT/Technology	14	16.5
Engineering/Technology	8	9.4
Administration	4	4.7

Finance/Accounting represents the largest departmental group at 27.1%. Marketing/Sales and Management each represent 21.2%, followed by IT/Technology at 16.5%, Engineering/Technology at 9.4%, and Administration at 4.7%.

3.3 Summary of Major Study Variables

Variable	Valid N	Mean	Interpretation
Perceived Usefulness	85	3.84	High
Ease of Use	85	3.20	Moderate
AI Training & Skills	82	3.52	High
Organizational Support	82	3.57	High
AI Accessibility	82	3.62	High
Employee Productivity	82	3.82	High
AI Adoption Challenges	85	3.34	Moderate



Perceived usefulness of AI has the highest mean among the six main study variables at 3.84, followed by employee productivity at 3.82. AI accessibility records a mean of 3.62, organizational support 3.57, and AI training and skills 3.52. Ease of use has the lowest mean at 3.20, indicating that employees are less consistently positive about how easy AI tools are to learn and use. The mean for the AI-adoption-challenges scale is 3.34, suggesting that challenges remain moderately present.

3.4 Perceived Usefulness

Statement	N	SA n (%)	A n (%)	N n (%)	D n (%)	SD n (%)	Mean
AI helps complete work efficiently	85	16 (18.8%)	44 (51.8%)	22 (25.9%)	0 (0.0%)	3 (3.5%)	3.82
AI helps save time	83	21 (25.3%)	43 (51.8%)	15 (18.1%)	2 (2.4%)	2 (2.4%)	3.95
AI improves work quality	83	18 (21.7%)	43 (51.8%)	18 (21.7%)	2 (2.4%)	2 (2.4%)	3.88
AI helps accomplish tasks effectively	83	20 (24.1%)	43 (51.8%)	17 (20.5%)	1 (1.2%)	2 (2.4%)	3.94
AI benefits overall work performance	83	15 (18.1%)	38 (45.8%)	26 (31.3%)	2 (2.4%)	2 (2.4%)	3.75

The results indicate a generally positive perception of AI usefulness among employees. Across the five statements, agreement is strongest for saving time and accomplishing tasks effectively. The statement that AI helps employees save time records 77.1% agreement or strong agreement, while 75.9% agree or strongly agree that AI helps them accomplish tasks more effectively. This suggests that employees particularly value AI for improving efficiency and reducing the time required to complete routine tasks. Overall, the mean score of 3.84 indicates a high perceived usefulness of AI in workplace activities. These findings suggest that AI is viewed as a helpful tool for supporting employees and improving their overall work performance.

3.5 Ease of Use

Statement	N	SA n (%)	A n (%)	N n (%)	D n (%)	SD n (%)	Mean
AI is easy to learn	85	3 (3.5%)	26 (30.6%)	41 (48.2%)	7 (8.2%)	8 (9.4%)	3.11
AI is easy to use for work	83	7 (8.4%)	30 (36.1%)	31 (37.3%)	11(13.3%)	4 (4.8%)	3.30
AI can be used without much assistance	83	6 (7.2%)	31 (37.3%)	28 (33.7%)	15(18.1%)	3 (3.6%)	3.27
AI is easy to understand	83	4 (4.8%)	25 (30.1%)	39 (47.0%)	9(10.8%)	6 (7.2%)	3.14
I quickly become comfortable with new AI tools	83	5 (6.0%)	26 (31.3%)	35 (42.2%)	13(15.7%)	4 (4.8%)	3.18

Ease of use is comparatively weaker than the other main variables. A large share of respondents selected Neutral across the five statements, especially regarding learning AI tools and understanding how they work. The overall mean score of 3.20 falls within the moderate range, indicating that employees have a relatively mixed perception of the ease of using AI. This suggests that although employees recognize the usefulness of AI, they may still require proper guidance, training, and regular practice to become more comfortable with different AI tools. Improving employees' familiarity and technical skills could therefore encourage greater and more effective adoption of AI in the workplace.

3.6 AI Training & Skills

Statement	N	SA n (%)	A n (%)	N n (%)	D n (%)	SD n (%)	Mean
Sufficient knowledge to use AI effectively	82	11 (13.4%)	26 (31.7%)	38 (46.3%)	6 (7.3%)	1 (1.2%)	3.49
Adequate AI training/guidance received	82	5 (6.1%)	28 (34.1%)	31 (37.8%)	16 (19.5%)	2 (2.4%)	3.22
Confidence using AI for work	82	11 (13.4%)	28 (34.1%)	39 (47.6%)	4 (4.9%)	0 (0.0%)	3.56
Understand appropriate AI use in job	82	12 (14.6%)	36 (43.9%)	31 (37.8%)	3 (3.7%)	0 (0.0%)	3.70
Would benefit from additional AI training	82	14 (17.1%)	29 (35.4%)	35 (42.7%)	4 (4.9%)	0 (0.0%)	3.65

The overall mean score of 3.52 indicates a relatively high level of AI-related training and skills among the respondents; however, the item-level results reveal some areas that require improvement. Only 40.2% of valid respondents agree or strongly agree that they have received adequate AI training or guidance, while 54.9% are neutral or disagree with the statement. At the same time, 52.4% agree or strongly agree that they would benefit from additional AI training. This indicates that, despite having some level of AI knowledge and skills, many employees still feel that their training is not sufficient. The findings highlight the importance of providing continuous, practical, and workplace-focused AI training to improve employees' confidence and ability to use AI tools effectively. Regular training and guidance may also help employees adapt to new AI technologies and make better use of them in their daily tasks.

3.7 Organizational Support

Statement	N	SA n (%)	A n (%)	N n (%)	D n (%)	SD n (%)	Mean
Organization encourages appropriate AI use	82	15 (18.3%)	38 (46.3%)	26 (31.7%)	2 (2.4%)	1 (1.2%)	3.78
Organization provides adequate AI support	82	13 (15.9%)	33 (40.2%)	27 (32.9%)	8 (9.8%)	1 (1.2%)	3.60
Organization provides clear AI-use guidelines	82	11 (13.4%)	34 (41.5%)	26 (31.7%)	9 (11.0%)	2 (2.4%)	3.52
Management supports AI adoption	81	10 (12.3%)	38 (46.9%)	24 (29.6%)	8 (9.9%)	1 (1.2%)	3.59
Organization provides necessary AI resources	81	9 (11.1%)	24 (29.6%)	37 (45.7%)	9 (11.1%)	2 (2.5%)	3.36

The organizational-support scale has an overall mean score of 3.57, indicating a generally positive perception of organizational support for AI adoption. Most respondents perceive that their organizations encourage the use of AI and that management provides support for AI adoption. However, the statement concerning the availability of necessary organizational resources has a relatively lower mean score of 3.36, with 45.7% of valid respondents remaining neutral. This indicates that while employees receive encouragement from management, they may not always have access to sufficient resources, tools, or formal support mechanisms. Therefore, organizations may need to strengthen their infrastructure, provide adequate resources, and establish clearer policies and support systems for AI use. Overall, stronger organizational support could help employees use AI more confidently and effectively in their daily work.

3.8 AI Accessibility

Statement	N	SA n (%)	A n (%)	N n (%)	D n (%)	SD n (%)	Mean
Adequate access to AI tools	82	10 (12.2%)	30 (36.6%)	33 (40.2%)	9 (11.0%)	0 (0.0%)	3.50
AI tools suit job responsibilities	82	7 (8.5%)	42 (51.2%)	29 (35.4%)	4 (4.9%)	0 (0.0%)	3.63
Can easily access AI when needed	82	11 (13.4%)	45 (54.9%)	22 (26.8%)	4 (4.9%)	0 (0.0%)	3.77
Adequate digital resources for AI	82	9 (11.0%)	35 (42.7%)	32 (39.0%)	6 (7.3%)	0 (0.0%)	3.57
Sufficient technology access for AI	82	7 (8.5%)	39 (47.6%)	33 (40.2%)	3 (3.7%)	0 (0.0%)	3.61

AI accessibility records an overall mean score of 3.62, indicating a generally positive level of access to AI tools among employees. The strongest result is related to the ability to access AI tools when needed, with 68.3% of respondents agreeing or strongly agreeing with the statement. However, 40.2% of respondents remain neutral about having adequate access to AI tools, while 39.0% are neutral regarding the availability of workplace digital resources. These findings suggest that although many employees can access AI when required, access may not be equally consistent across all employees or work situations. Some employees may still face limitations related to digital resources, technology, or workplace infrastructure. Therefore, organizations should focus on improving consistent access to AI tools and strengthening digital infrastructure to support more effective AI adoption.

3.9 Employee Productivity

Statement	N	SA n (%)	A n (%)	N n (%)	D n (%)	SD n (%)	Mean
Complete assigned tasks on time	82	16 (19.5%)	40 (48.8%)	22 (26.8%)	2 (2.4%)	2 (2.4%)	3.80
AI helps complete tasks faster	82	22 (26.8%)	35 (42.7%)	20 (24.4%)	4 (4.9%)	1 (1.2%)	3.89
AI helps accomplish more tasks in working hours	82	16 (19.5%)	40 (48.8%)	21 (25.6%)	4 (4.9%)	1 (1.2%)	3.80
AI helps reduce errors	82	13 (15.9%)	40 (48.8%)	24 (29.3%)	2 (2.4%)	3 (3.7%)	3.71
AI helps focus on important/complex tasks	82	19 (23.2%)	41 (50.0%)	18 (22.0%)	2 (2.4%)	2 (2.4%)	3.89

Employee productivity recorded an overall mean of 3.82, indicating a high level of perceived productivity. The highest means were recorded for AI helping employees complete tasks faster (3.89) and AI helping employees focus on important or complex tasks (3.89).

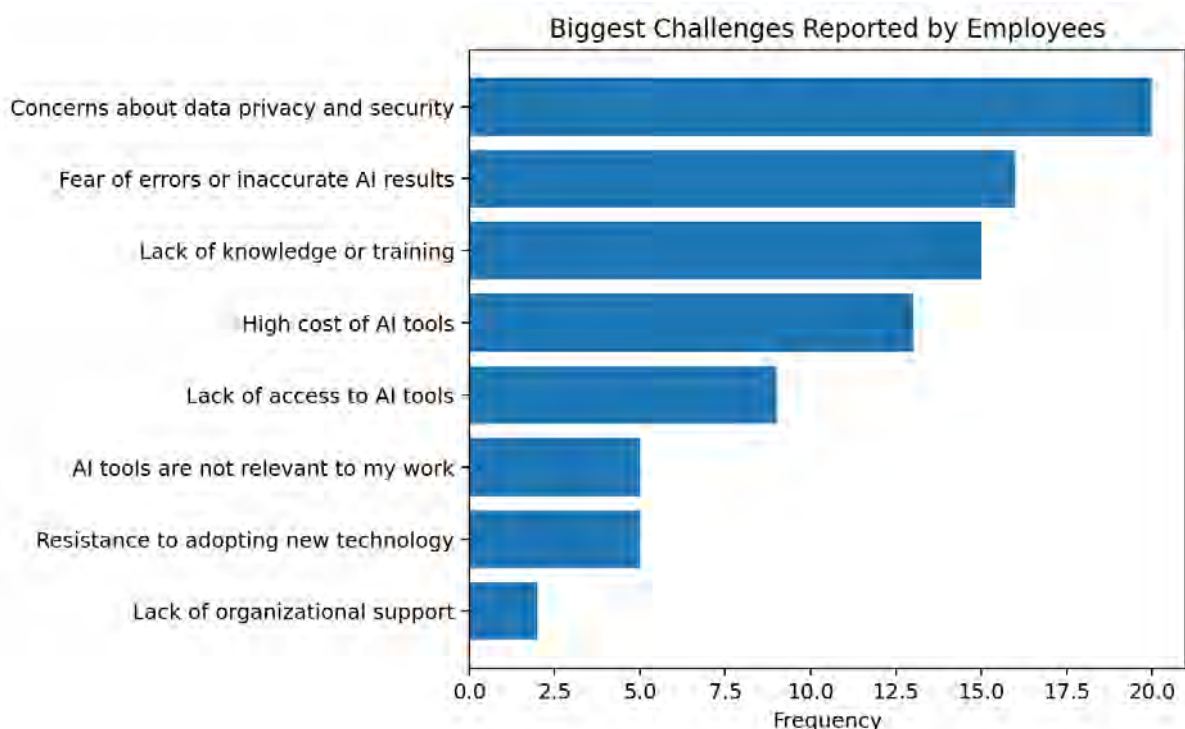
3.10 AI Adoption Challenges

Statement	N	SA n (%)	A n (%)	N n (%)	D n (%)	SD n (%)	Mean
Need more training	85	5 (5.9%)	34 (40.0%)	33 (38.8%)	7 (8.2%)	6 (7.1%)	3.29
Lack of appropriate AI access limits use	85	3 (3.5%)	33 (38.8%)	34 (40.0%)	10 (11.8%)	5 (5.9%)	3.22
Privacy/security concerns	85	9 (10.6%)	36 (42.4%)	23 (27.1%)	12 (14.1%)	5 (5.9%)	3.38
AI results may be inaccurate	85	11 (12.9%)	37 (43.5%)	27 (31.8%)	3 (3.5%)	7 (8.2%)	3.49
Lack of organizational support makes adoption difficult	85	7 (8.2%)	32 (37.6%)	32 (37.6%)	8 (9.4%)	6 (7.1%)	3.31

The AI-adoption-challenges scale has an overall mean of 3.34, indicating a moderate level of perceived challenges. The most prominent challenge statement is concern that AI-generated results may sometimes be inaccurate, with 56.5% agreeing or strongly agreeing. Privacy and security concerns are also substantial, with 52.9% agreeing or strongly agreeing. Training needs, access limitations, and lack of organizational support are also present, although many respondents selected Neutral.

3.11 Biggest Challenges in Using AI

Reported challenge	Frequency	Percentage
Concerns about data privacy and security	20	23.5%
Fear of errors or inaccurate AI results	16	18.8%
Lack of knowledge or training	15	17.6%
High cost of AI tools	13	15.3%
Lack of access to AI tools	9	10.6%
Resistance to adopting new technology	5	5.9%
AI tools are not relevant to my work	5	5.9%
Lack of organizational support	2	2.4%



The most frequently reported biggest challenge is concern about data privacy and security, selected by 20 respondents (23.5%). Fear of errors or inaccurate AI results is the second most common challenge at 18.8%, followed by lack of knowledge or training at 17.6%. High cost of AI tools accounts for 15.3%, while lack of access accounts for 10.6%. Resistance to new technology and the perception that AI is not relevant to the respondent's work each account for 5.9%, and lack of organizational support accounts for 2.4%. These results highlight that both technical and human factors influence AI adoption.

3.12 What Would Help Employees Use AI More Effectively

Support measure	Frequency	Percentage of respondents
Clear guidelines for using AI at work	45	52.9%
Regular AI training and workshops	41	48.2%
Better access to AI tools	31	36.5%
Training on data privacy and security	28	32.9%
Organizational support and encouragement	25	29.4%
Technical support when using AI tools	21	24.7%
More opportunities to practice using AI	16	18.8%

Clear guidelines for using AI at work are the most frequently selected support measure, mentioned by 45 respondents (52.9%). Regular AI training and workshops follow at 41 respondents (48.2%), while better access to AI tools is selected by 31 respondents (36.5%). Training on data privacy and security, organizational support and encouragement, technical support, and opportunities for practice are also commonly requested. The results suggest that employees need a combination of policy guidance, skills development, access, and ongoing organizational support rather than a single intervention.

3.13 Summary of Employee Suggestions

A total of 31 private-company respondents provided written suggestions. The responses were reviewed thematically. The major themes were:

- **Practical AI training and workshops:** Employees repeatedly recommended regular, practical, job-specific training, workshops, and opportunities to practice with AI tools.
- **Clear guidelines and responsible use:** Respondents emphasized clear procedures, data privacy, confidentiality, human oversight, and safe use of AI.
- **Use AI for repetitive and time-consuming work:** Several responses recommended applying AI to repetitive tasks, research, documentation, data analysis, and other routine activities to save time and improve efficiency.
- **Better access, infrastructure, and technical support:** Some respondents requested easier access to suitable AI tools, better computers/software/internet infrastructure, integration with existing work software, and technical assistance.
- **Encourage innovation without overdependence:** Some respondents suggested encouraging experimentation and creative AI use, while also avoiding excessive dependence on AI and maintaining human judgment.

3.14 Major Findings of the Study

The major findings from the data analysis and interpretation of the study are as follows:

- The study found that perceived usefulness of AI was generally high, with an overall mean of 3.84. Respondents particularly agreed that AI helps save time, accomplish tasks effectively, improve work quality, and complete work more efficiently.
- Among the perceived usefulness statements, the highest mean was recorded for “AI helps save time” (3.95), followed by “AI helps accomplish tasks effectively” (3.94). This indicates that time savings and task efficiency are major perceived benefits of AI use.
- The findings showed that ease of use of AI was moderate, with an overall mean of 3.20. A relatively large proportion of respondents selected Neutral for statements concerning learning, understanding, and becoming comfortable with new AI tools. This suggests that employees may require additional guidance and practice to use AI confidently.
- AI training and skills recorded an overall mean of 3.52, indicating a generally high level. However, only 40.2% of valid respondents agreed or strongly agreed that they had received adequate AI training or guidance, while 52.4% agreed or strongly agreed

that they would benefit from additional AI training. This indicates a continuing need for practical AI training and skill development.

- Organizational support for AI adoption was generally positive, with an overall mean of 3.57. The highest-rated statement was that the organization encourages appropriate AI use, with a mean of 3.78. However, the provision of necessary AI resources recorded a comparatively lower mean of 3.36, indicating room for improvement in organizational resources and infrastructure.
- AI accessibility recorded an overall mean of 3.62, indicating a generally high level of accessibility. The highest-rated item was employees' ability to access AI when needed, with a mean of 3.77. However, substantial neutral responses regarding adequate access to AI tools and digital resources indicate that accessibility can still be improved.
- Employee productivity recorded an overall mean of 3.82, indicating a high level of perceived productivity. The highest means were recorded for AI helping employees complete tasks faster (3.89) and AI helping employees focus on important or complex tasks (3.89).
- The productivity findings show that 69.5% of respondents agreed or strongly agreed that AI helps them complete tasks faster, while 73.2% agreed or strongly agreed that AI helps them focus on important or complex tasks. These findings suggest that AI is perceived as contributing positively to workplace efficiency and productivity.
- AI adoption challenges recorded an overall mean of 3.34, indicating a moderate level of perceived challenges. The most prominent concern was that AI results may be inaccurate, with 56.5% of respondents agreeing or strongly agreeing. Privacy and security concerns were also significant, with 52.9% agreeing or strongly agreeing.
- In terms of the biggest challenges in using AI, concerns about data privacy and security were the most frequently reported, selected by 20 respondents (23.5%). This was followed by fear of errors or inaccurate AI results at 16 respondents (18.8%), and lack of knowledge or training at 15 respondents (17.6%).
- The findings showed that employees require several forms of support to use AI more effectively. Clear guidelines for using AI at work were the most frequently selected measure, reported by 45 respondents (52.9%), followed by regular AI training and workshops, selected by 41 respondents (48.2%).
- Better access to AI tools was also identified as an important support measure, selected by 31 respondents (36.5%), while training on data privacy and security was selected

by 28 respondents (32.9%). This indicates that employees need both technical resources and organizational guidance for effective AI adoption.

- The written suggestions from employees further emphasized the need for practical and job-specific AI training, clear guidelines, responsible use of AI, improved access and infrastructure, technical support, and human oversight. Respondents also highlighted the potential of AI to support repetitive and time-consuming tasks while maintaining appropriate human judgment.
- Overall, the study found that employees have a positive perception of AI's usefulness and its contribution to productivity, particularly in saving time, completing tasks faster, improving work quality, and focusing on important activities. However, ease of use, training, access, privacy and security, accuracy of AI results, and organizational support remain important areas that need attention for more effective and responsible AI adoption in private companies.

CHAPTER 4: SUMMARY, CONCLUSION AND RECOMMENDATIONS

4.1 Summary of the Study

This study was conducted to examine AI adoption and its relationship with employee productivity in a private company. The study focused on understanding how employees perceive and use Artificial Intelligence (AI) in their workplace and how different factors related to AI adoption may influence their productivity.

The study considered Perceived Usefulness of AI, Ease of Use of AI, AI Training and Skills, Organisational Support for AI, and AI Accessibility as the independent variables, while Employee Productivity was considered the dependent variable. These variables were selected to assess the different aspects of AI adoption that may contribute to improved employee performance and productivity.

The study used a quantitative research approach, and primary data were collected through a structured questionnaire from employees of the selected private company. The collected data were analyzed and presented using appropriate statistical tools, including frequency distributions, percentages, mean values, and other relevant analyses.

The study aimed to identify employees' perceptions regarding AI adoption, determine the level of employee productivity, and examine how the selected AI-related factors are associated with employee productivity. The findings presented in Chapter 3 provide the basis for the major findings, conclusion, and recommendations presented in this chapter.

4.2 Summary of Major Findings

The study found that employees generally have a positive perception of Artificial Intelligence (AI) and its usefulness in the workplace. AI was found to contribute positively to employee productivity, particularly by helping employees save time, complete tasks faster, improve work efficiency, and enhance overall work performance.

The findings also showed that AI accessibility and organisational support were generally positive among the respondents. However, employees showed moderate levels of AI training and skills, and the findings regarding ease of use were relatively mixed. This indicates that

some employees may still require additional knowledge, skills, and support to use AI tools effectively.

The study further identified several challenges affecting AI adoption, including data privacy and security concerns, lack of training and knowledge, inaccurate AI-generated results, and limited access to appropriate AI tools. The findings suggest that providing regular AI training, establishing clear guidelines, improving access to AI tools, and addressing privacy and security concerns can support more effective AI adoption.

Overall, the study concludes that AI has significant potential to improve employee productivity, but its effective adoption depends on employees having adequate skills, access, organisational support, and confidence in using AI tools.

4.3 Conclusion

The study concludes that Artificial Intelligence (AI) has a positive contribution to employee productivity in a private company. The findings indicate that employees generally recognize the usefulness of AI in improving work efficiency, saving time, completing tasks faster, improving work quality, and supporting overall job performance.

The study also concludes that effective AI adoption depends on several important factors, including perceived usefulness, ease of use, AI training and skills, organisational support, and AI accessibility. While employees generally have access to AI tools and receive organisational support, the findings suggest that further training and skill development are needed to help employees use AI more confidently and effectively.

At the same time, the study identified privacy and security concerns, lack of knowledge and training, inaccurate AI-generated results, and limited access to suitable AI tools as important challenges. These challenges may limit the effective use of AI and reduce its potential benefits if they are not properly addressed.

Overall, the study concludes that AI can be an effective tool for enhancing employee productivity when employees are provided with adequate training, appropriate access to AI technologies, organisational support, and clear guidelines for responsible use. Therefore, organisations should focus not only on adopting AI tools but also on creating a supportive environment that enables employees to use these technologies effectively and responsibly.

4.4 Recommendations

Based on the findings and conclusion of the study, the following recommendations are made:

1. Provide Regular AI Training and Workshops

The organisation should provide regular training, workshops, and practical sessions to improve employees' knowledge, skills, and confidence in using AI tools effectively.

2. Develop Clear Guidelines for AI Use

Clear organisational guidelines and policies should be established to help employees understand how AI tools should be used responsibly, effectively, and ethically in the workplace.

3. Strengthen Data Privacy and Security Measures

As privacy and security concerns were identified as major challenges, the organisation should establish appropriate measures to protect confidential and sensitive information when using AI tools.

4. Improve Access to Suitable AI Tools

The organisation should ensure that employees have adequate access to appropriate AI tools, technologies, and digital resources necessary for performing their work efficiently.

5. Enhance Organisational and Management Support

Management should continue to encourage AI adoption by providing necessary resources, technical support, and guidance to employees.

6. Promote Awareness of AI Benefits and Limitations

Employees should be made aware of both the benefits and limitations of AI. They should be encouraged to use AI as a supporting tool while verifying AI-generated information to reduce errors and inaccurate results.

7. Encourage Responsible and Effective AI Adoption

Organisations should promote the responsible use of AI by balancing technological adoption with human judgment, ethical considerations, and proper monitoring.

Overall, the organisation should adopt a comprehensive approach that combines training, accessibility, organisational support, clear guidelines, and strong privacy and security practices to maximize the benefits of AI and improve employee productivity.

4.5 Limitations of the Study

The study has the following limitations:

1. **Limited Sample Size:** The study was conducted with a limited number of respondents; therefore, the findings may not fully represent all employees in other private companies.
2. **Limited Study Area:** The research focused on employees of a selected private company, which may limit the generalizability of the findings to other organisations and industries.
3. **Time Constraints:** Due to limited time available for the study, it was not possible to collect more extensive data or examine AI adoption over a longer period.
4. **Self-Reported Data:** The study was based on responses provided by the respondents through a questionnaire. Therefore, the findings may be influenced by respondents' personal opinions, experiences, and level of understanding.
5. **Limited Variables:** The study focused on perceived usefulness of AI, ease of use of AI, AI training and skills, organisational support for AI, and AI accessibility. Other factors that may influence AI adoption and employee productivity were not included in the study.

4.6 Suggestions for Future Research

Based on the limitations and findings of the study, future researchers may consider the following suggestions:

1. Conduct studies with a larger sample size to obtain findings that are more representative and generalizable.
2. Include multiple private companies and different industries to compare AI adoption and its impact on employee productivity across different organisational settings.
3. Examine additional factors that may influence AI adoption and employee productivity, such as employee attitudes, trust in AI, job satisfaction, technological readiness, and organisational culture.
4. Use both quantitative and qualitative research methods to gain a deeper understanding of employees' experiences, perceptions, and challenges related to AI adoption.

5. Conduct longitudinal studies to examine how AI adoption and employee productivity change over time.
6. Further investigate AI-related challenges, particularly data privacy and security concerns, accuracy of AI-generated results, ethical issues, and the effectiveness of AI training programmes.

REFERENCES

- Davis, F. D. (1989). Perceived usefulness, perceived ease of use, and user acceptance of information technology. *MIS Quarterly*, 13(3), 319–340.
- Gallup. (2026). *State of the global workplace: 2026 report*. Gallup.
- Nguyen, P., Watson, G. P., Barnes, D., Agrawal, S., Schuster, A. M., & Cotten, S. R. (2026). Navigating workplace AI adoption: The influence of perceptions and affective attitudes on employees' intentions to use AI at work. *Journal of Management & Organization*, 32(4), 1018–1043. <https://doi.org/10.1017/jmo.2026.10090>
- Noy, S., & Zhang, W. (2023). Experimental evidence on the productivity effects of generative artificial intelligence. *Science*, 381(6654), 187–192.

APPENDIX

QUESTIONNAIRE

Project work survey -AI Adaptation and Employee Productivity in Private Company

Dear Respondent,

I am Ayska Gurung, a BBA 6th Semester student of Pokhara University, conducting a research study entitled “AI Adoption and Employee Productivity in Private Company” as part of my academic project.

The purpose of this study is to examine the adoption of artificial intelligence (AI) in the workplace and its impact on employee productivity. Your participation in this survey is highly appreciated. The questionnaire will take approximately 5 minutes to complete. Please answer each question honestly based on your experience and opinions.

All information provided will be treated with strict confidentiality and will be used solely for academic and research purposes. Your participation is entirely voluntary.

Thank you very much for your valuable time, cooperation, and support.

Researcher: Ayska Gurung

Program: BBA, 6th Semester

Institution: NTHMC affiliated to Pokhara University

☐ Required question

Demographic Information

1. Are you employed in a private company?

☐ Yes

☐ No

2. Age

☐ Below 25

☐ 25–35

☐ 36–45

☐ Above 45

3. Gender

☐ Male

☐ Female

☐ Prefer not to say

☐ Other: _____

4. Work experience

☐ Less than a year

☐ 1–3 years

☐ 3–5 years

☐ More than 5 years

5. Area/Department of work

☐ Finance/Accounting

☐ IT/Technology

☐ Engineering/Technology

☐ Marketing/Sales

☐ Management

☐ Administration

AI Adoption & Employee Productivity

6. Part A — Perceived Usefulness of AI

Please indicate your level of agreement with the following statements about the usefulness of AI tools in your workplace.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
AI tools help me complete my work more efficiently.	☐	☐	☐	☐	☐
AI tools help me save time when performing work-related tasks.	☐	☐	☐	☐	☐
AI tools improve the quality of my work.	☐	☐	☐	☐	☐
AI tools help me accomplish my tasks more effectively.	☐	☐	☐	☐	☐
AI tools are beneficial for my overall work performance.	☐	☐	☐	☐	☐

7. Part B — Ease of Use of AI

Please indicate your level of agreement with the following statements regarding the ease of using AI tools in your workplace.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
AI tools are easy for me to learn.	☐	☐	☐	☐	☐
I find AI tools easy to use for my work.	☐	☐	☐	☐	☐
I can use AI tools without much assistance.	☐	☐	☐	☐	☐
It is easy for me to understand how AI tools work.	☐	☐	☐	☐	☐
I can quickly become comfortable using new AI tools.	☐	☐	☐	☐	☐

8. Part C — AI Training & Skills

Please indicate your level of agreement with the following statements regarding AI training and skills in your workplace.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I have sufficient knowledge to	☐	☐	☐	☐	☐

use AI tools effectively.					
I have received adequate training or guidance on using AI tools.	☐	☐	☐	☐	☐
I feel confident using AI tools for my work.	☐	☐	☐	☐	☐
I understand how to use AI tools appropriately in my job.	☐	☐	☐	☐	☐
I would benefit from additional training on AI tools.	☐	☐	☐	☐	☐

9. Part D — Organizational Support for AI

Please indicate your level of agreement with the following statements regarding organizational support for AI adoption in your workplace.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
-----------	----------------	-------	---------	----------	-------------------

My organization encourages employees to use AI tools where appropriate.	☐	☐	☐	☐	☐
My organization provides adequate support for using AI tools.	☐	☐	☐	☐	☐
My organization provides clear guidelines for the appropriate use of AI.	☐	☐	☐	☐	☐
Management supports the adoption of AI in the workplace.	☐	☐	☐	☐	☐
My organization provides the necessary resources for AI adoption.	☐	☐	☐	☐	☐

10. Part E — AI Accessibility

Please indicate your level of agreement with the following statements regarding access to AI tools in your workplace.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
-----------	----------------	-------	---------	----------	-------------------

I have adequate access to AI tools needed for my work.	☐	☐	☐	☐	☐
The AI tools available to me are suitable for my job responsibilities.	☐	☐	☐	☐	☐
I can easily access AI tools when I need them.	☐	☐	☐	☐	☐
My workplace has adequate digital resources to support AI use.	☐	☐	☐	☐	☐
I have sufficient access to the technology needed to use AI tools.	☐	☐	☐	☐	☐

11. Part F — Employee Productivity

Please indicate your level of agreement with the following statements regarding your productivity at work.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am able to complete my assigned tasks on time.	☐	☐	☐	☐	☐

AI tools help me complete tasks faster.	☐	☐	☐	☐	☐
AI tools help me accomplish more tasks within my working hours.	☐	☐	☐	☐	☐
AI tools help me reduce errors in my work.	☐	☐	☐	☐	☐
AI tools allow me to focus more on important and complex tasks.	☐	☐	☐	☐	☐

Challenges

12. What is the biggest challenge you face when using AI tools at work?

- ☐ Lack of knowledge or training
- ☐ Concerns about data privacy and security
- ☐ Lack of access to AI tools
- ☐ AI tools are not relevant to my work
- ☐ High cost of AI tools
- ☐ Lack of organizational support

☐ Fear of errors or inaccurate AI results

☐ Resistance to adopting new technology

☐ Other: _____

13. Suggestions

Please indicate your level of agreement with the following statements about challenges in adopting AI at work.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I need more training to use AI tools effectively.	☐	☐	☐	☐	☐
Lack of access to appropriate AI tools limits my use of AI.	☐	☐	☐	☐	☐
I am concerned about the privacy and security of information when using AI.	☐	☐	☐	☐	☐
AI-generated results may sometimes be inaccurate.	☐	☐	☐	☐	☐
Lack of organizational support makes	☐	☐	☐	☐	☐

AI adoption difficult.					
---------------------------	--	--	--	--	--

Suggestions for Improving AI Adoption

14. What would help employees use AI tools more effectively at work?

- ☐ Regular AI training and workshops
- ☐ Clear guidelines for using AI at work
- ☐ Organizational support and encouragement
- ☐ Training on data privacy and security
- ☐ Better access to AI tools
- ☐ Technical support when using AI tools
- ☐ More opportunities to practice using AI
- ☐ Other: _____

15. What suggestions do you have for improving AI adoption and employee productivity in your organization?
