

Swot analysis of ChatGPT usage among employees

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Highlights	Abstract
• ChatGPT can make HR employees experts in various fields of interest • ChatGPT can make HR employees experts • ChatGPT is noted to be a time saver and makes work more accessible.	The introduction and widespread adoption of ChatGPT, particularly in the public domain, have demonstrated the utility of Artificial Intelligence (AI) in nearly all aspects of life. ChatGPT serves as a personal assistant to many people in this era. This extends to the human resources (HR) personnel of various organisations who use ChatGPT for daily tasks, such as writing letters and minutes, and searching for ways to resolve office problems. One hundred senior HR officers from higher educational schools in a sub-Saharan country were selected as participants for the study. As a new technological tool being integrated into various human resource practices, a strengths, weaknesses, opportunities and threats (SWOT) analysis is required to help identify and improve its benefits and mitigate the problems associated with its usage in official duties. ChatGPT is noted to be a time saver and makes work more accessible. From the study, however, it was observed to have weaknesses like being unable to communicate on all subject matters correctly, like a human will and producing text that sounds plausible but is incorrect under the surface. The study's findings show that institutions can adapt or adopt ChatGPT in official duties, but do so with set policies and guidelines, not to misinform and increase the unemployment rate in Ghana.
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1. Introduction

The relevance of a productive workforce to the organisation's success cannot be overemphasised. The use of labour is typically time-consuming, which necessitated the integration of more technology over the centuries to increase productivity. As technology continues to advance, Artificial Intelligence (AI) and robotics are becoming more and more capable of automating the tasks of human beings. However, the increased demand for digital technology, rapid automation in the workplace, and the use of AI like ChatGPT have led to the fear that technology usage will outstrip the demand for labour, although technological breakthroughs have been with us since time immemorial (Resnikoff, 2022).

While we nurse the fear of technology swallowing our jobs, there are cases where technology allows individuals with less esoteric technical skills to perform additional tasks (Autor, 2015). We are in an era of tremendous advances in digital technologies (Brynjolfsson & McAfee, 2014), and these digital technologies, combined with AI, may further wipe away many mundane and repetitive jobs that can be done better and faster with the application of AI. The use of AI to enhance the performance and productivity

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of people and organisations has come to stay, with the tendency of even become better shortly. Businesses are undergoing rapid transformation through automation and AI, which will also increase employees' productivity but may reduce the number of employed people (Manyika & Sneader, 2018). Organisations must adapt to emerging technologies, which can be complicated and hinder productivity benefits if mismatched skills and technologies (Acemoglu & Restrepo, 2018).

This requires training and development to keep pace with the demand for new skills to avoid the issue of skills and technologies mismatch. As new technological tools are being integrated into various human resource practices, a strengths, weaknesses, opportunities and threats (SWOT) analysis is required to help identify and improve their benefits and mitigate the problems associated with their usage in HR practices.

1.1. Research Questions

1. What are the strengths of using ChatGPT in HR practices?
2. What are the weaknesses of ChatGPT in HR practices?
3. What are the specific opportunities for using ChatGPT in HR practices?
4. What are the specific threats of using ChatGPT in HR practices?

2. Literature Review

2.1. Overview

ChatGPT is a popular public tool OpenAI created using GPT language model technology (Kirmani, 2022), which can perform numerous and diverse tasks. This section of the study is an overview based on scientific literature to identify the current internal strengths and weaknesses and external opportunities and threats when employees use ChatGPT in the execution of tasks, especially in the HR department. Understanding how AI and ChatGPT are becoming integral to our work life is essential. This analysis uses the SWOT framework to comprehensively evaluate the literature on ChatGPT in human resource management. The aim is to offer evidence-based recommendations to human resource professionals and researchers on optimising the use of ChatGPT in their organisations to improve human resource practices. This will further inform future decisions regarding its usage and relevance to workforce performance and productivity. SWOT analysis usually begins with analysing strengths and weaknesses within, and the subsequent analysis of the opportunities and threats existing externally.

2.2. Strengths of ChatGPT Usage among Employees

Strengths are internal competencies and good aspects of organisations that are important for achieving their goals and serving their customers effectively (Culp et al., 2016; Burstein & Holsapple, 2008). It is vital to identify ChatGPT's internal capabilities and positive attributes that can aid in achieving the goals and objectives of the HR department. ChatGPT utilises advanced voice-based technology to perform a wide range of tasks as a highly efficient chatbot (Lund & Wang, 2023). ChatGPT has the advanced capability to simulate and process human conversation (Hassani & Silva, 2023), used to automate and solve manual tasks (Ngô & Trần, 2023), which would otherwise have been necessary to have a human-to-human interface to get these tasks accomplished. Using ChatGPT to write emails, generate prompts, and serve as a collaborative toolset on a given task helps save human effort and time to be deployed where needed most.

In the field of HR, ChatGPT can serve as a valuable tool for automating and simplifying different HR tasks, including but not limited to screening resumes, giving feedback to applicants, assisting in the onboarding of new hires, and addressing employee inquiries (Korzynski et al., 2023). ChatGPT can comprehend and produce natural language replies to text prompts as a conversational agent. A conversational agent is a dialogue system that can comprehend and produce natural language content through text, voice, or hand gestures like sign language (Allouch et al., 2021). Allouch et al. (2021) further discovered discrepancies in understanding critical concepts about conversational agents, including dialogue systems, virtual assistants, and chatbots and the use of conversational agents and chatbots interchangeably. Adamopoulou and

Moussiades (2020) provide the advantages of the chatbot development process: pattern matching and machine learning. The chatbot's ability to store and retrieve data can significantly benefit the HR department. With access to a wealth of historical information on employees, the department can make informed decisions about performance, recruitment, and workforce management. This, in turn, can improve the overall efficiency and effectiveness of the HR department and the organisation. As digital or virtual assistants, chatbots can understand users' intentions, process their queries, and provide relevant responses. They have several advantages and strengths over humans that can be utilised to enhance the effectiveness and efficiency of employees on the job. Automated chatbots operate faster than humans do, with the ability to provide an automated response instantly (Lin et al., 2023). Some research revealed the critical reasons behind using chatbots, such as enhancing productivity and providing prompt and effective assistance or information to users (Adamopoulou & Moussiades, 2020; Brandtzaeg & Følstad, 2017). HR and the entire organisation can improve performance and productivity by utilising the advantages and strengths of ChatGPT. According to George and George (2023), ChatGPT's digital marketing strategies can facilitate expanding business operations into new markets without additional staff. ChatGPT's digital strategies can be seamlessly integrated into all HR practices, optimising the workforce and reducing costs for acquiring an extra workforce.

As an AI-powered assistant, ChatGPT can be a valuable tool in human resource practice. With its ability to process and analyse large amounts of data, ChatGPT can help HR professionals make informed decisions about everything from employee performance to recruitment strategies. By analysing data on employee engagement, turnover rates, and other vital metrics, ChatGPT can help HR teams identify areas for improvement and develop effective strategies for retaining top talent. Additionally, ChatGPT can assist with tasks such as resume screening and candidate evaluation, streamlining the recruitment process and saving HR professionals' time and effort. ChatGPT is a reliable and robust tool that can assist HR teams in making informed decisions based on data analysis, thereby improving their practices. It is an invaluable resource for HR professionals seeking to enhance their work by collaborating with generative AI, encouraging greater engagement with emerging digital technologies. Reduction in labour count is probable for companies that use technology only to increase efficiency. However, companies that use advanced technology to drive innovation are more likely to increase headcount than reduce it (Bughin, 2018).

2.3. Weaknesses of ChatGPT Usage among Employees

According to Culp et al. (2016), weaknesses refer to the internal attributes of an organisation that can hinder the achievement of its goals. Farrokhnia et al. (2023) suggest that weaknesses could be technological limitations, and defects can impede progress towards reaching set objectives. Internal attributes, defects and limitations of ChatGPT can seriously hinder the effective and efficient utilisation of this new technology in HR practices. Within an organisation, weaknesses may present themselves as challenges, obstacles, or vulnerabilities that require attention and improvement to meet the organisation's and its customers' expectations. In their study, Farrokhnia et al. (2023) pointed out several shortcomings of ChatGPT. These include a limited capacity for in-depth comprehension, challenges in assessing the quality of its responses, the potential for biased or discriminatory outputs, and a deficit in higher-level cognitive abilities. In their research, Gao et al. (2023) highlighted the limited comprehension and significance of the words processed, the lack of human ability to assess the credibility of data (Lecler et al., 2023) and limitations in the accuracy of the information generated (Sallam, 2023). ChatGPT's ability to incorporate up-to-date, evolving information may be limited due to its reliance on existing data when generating solutions at a given time and the lack of analytical capabilities of humans (Buriak et al., 2023). The ability to recollect from a pile of old available information, but the inability to generate new insight from available information, could be deemed as not forward-looking and strategic enough to give insight into the unknown future. According to Dowling and Lucey (2023), idea generation and data identification are definite strengths; literature synthesis and appropriate testing frameworks are weaker areas for ChatGPT. The weaker areas of ChatGPT's literature synthesis and testing frameworks may require an intelligent human interface to generate intelligent and relevant output for a particular task.

2.4. Opportunities for ChatGPT Usage among Employees

Organisations can leverage opportunities in their external environment to achieve their objectives and goals. The organisation needs to position itself to take advantage of the opportunities available in the external environment and strategically explore new opportunities. Technology offers various opportunities, brings ethical and legal challenges, and can potentially affect organisations, society, and individuals positively and negatively (Dwivedi et al., 2023). The ability to put in a mechanism to use ChatGPT to identify and embrace opportunities is vital. According to Farrokhnia et al. (2023), opportunity refers to the internal or external factors related to technology and contributes to increased demand for the benefits it provides to its users. In today's competitive business environment, organisations must prioritise seeking opportunities to ensure survival (Krueger, 2005).

ChatGPT can be a valuable learning companion, generating excellent ideas and texts that users can refine and enhance (Eke, 2023). By utilising ChatGPT as a learning companion, HR professionals can gain access to knowledge and generate new ideas to enhance their practice. With the ability to refine and enhance these ideas, HR practitioners can develop more effective strategies and solutions to address the challenges they face in the workplace. Whether improving employee engagement or creating a more diverse and inclusive workplace, ChatGPT can provide valuable insights and support to help HR professionals achieve their goals.

ChatGPT can create compelling job descriptions and interview questions customised to fit the specific function, company policies, and industry (Carvalho & Ivanov, 2023). This feature is a valuable opportunity to reduce workload and streamline upcoming recruitment and selection projects in the human resources department. To make employee onboarding more efficient, several companies are employing ChatGPT to automate interactions before and after the onboarding process by providing quick answers to questions that new employees may have about regulations, laws, and other relevant conditions of service to improve the overall onboarding experience (Chui et al., 2022).

2.5. Threats of ChatGPT Usage Among Employees

As generative AI technology advances, concerns about the potential safety, security risks and ethical implications come with it. Barriers, conditions and factors in the external environment that can hinder the achievement of goals are threats. According to Sarsby (2016), threats are outside your control and can cause harm. The organisation faces various threats from external factors within its industry and global trends in the surrounding environment (Leigh, 2009). Li et al. (2023) study underscores the importance of responsible and ethical use of AI. It emphasises the need for stakeholder cooperation to develop regulations for the ethical usage of AI tools.

Using ChatGPT within a workplace can provide many advantages for employees, but it also comes with potential risks. The negative consequences of using ChatGPT for human resources and employees should be anticipated, and proper policies must be written to guide its effective and efficient usage. According to Zhuo et al. (2023), ChatGPT lacks reliability in factual knowledge, generating distorted information in some instances.

Acemoglu (2021) argue that if AI continues to be deployed along its current trajectory and remains unregulated, it may produce various social, economic and political harms, including:

Damaging competition, consumer privacy and consumer choice; excessively automating work, fuelling inequality, inefficiently pushing down wages, failing to improve worker productivity; and damaging political discourse, democracy's most fundamental lifeblood

According to Acemoglu (2021), the current deployment of AI without regulation may result in numerous negative impacts on society, the economy, and politics, including harmful effects on competition, consumer privacy, and choice, as well as excessive automation of work, fuelling inequality, inefficient wage reductions, and failure to boost worker productivity. These pose a serious threat to the human resource department, requiring a more proactive and strategic approach to avoid these looming crises. The far-reaching effects include financial losses, data breaches, privacy violations, and damage to social

connections, causing emotional harm and reputational damage to individuals and organisations (Derner & Batistič, 2023). AI has been a significant driver and source of innovation, but has threatened human service jobs (Huang & Rust, 2018). The advancement of robots' intelligence for service tasks, from mechanical and analytical to intuitive and empathetic, is rapidly increasing. It has become imperative for humans to stay ahead of this trend to maintain control over these robots.

2.6. Preparing Employees to Use ChatGPT

Technology continues to influence various industries around the globe, compelling many employees to adopt generative AI tools such as ChatGPT to enhance work productivity by improving processing time, effectiveness, and efficiency on the job. For instance, new AI tools such as ChatGPT can improve the performance of accountants (Jaradat et al., 2022; M Al Shbail et al., 2022), assist clinicians (Gupta et al., 2023), and have even been observed to have outperformed crowd-workers for text-annotation tasks (Gilardi et al., 2023).

Preparing employees to use ChatGPT through training and development is the ultimate approach to getting all employees on board and in time to become part of the emerging trend. Older users tend to be less optimistic about technology than younger users (Venkatesh et al., 2003), and the desire of older users declines with age (Belanche et al., 2012). Hence, it is necessary to develop a distinct and personalised method to cater to the varied workforce and learners within the company.

We cannot overlook the remarkable proficiency and efficacy of ChatGPT when it comes to summarising reports, meeting notes, and other materials. Instead, it should be embraced and fully utilised to reap its maximum benefits. ChatGPT has the potential to significantly enhance the human resources department's core competencies by collaborating with employees for better output, real-time support and doing mundane tasks. Failure to utilise such a powerful tool would hinder employee performance and productivity in the workspace.

Table 1.

Evolution of ChatGPT

Model	Release Year	Key Features
GPT-1	2018	First transformer model (117M params)
GPT-2	2019	Larger, capable of long-form text
GPT-3	2020	Huge leap in fluency (175B params)
GPT-3.5	2022	More stable, used in early ChatGPT
GPT-4	2023	Better reasoning, coding, API use
GPT-4o	2024	Multimodal, real-time, fast, current

Source: Generated with ChatGPT-4o

3. Methodology

3.1 Research Design

The research was a quantitative study using an exploratory research design. The exploratory research design was selected because the research objectives for this paper have not been previously studied in-depth, and ChatGPT is a new trend that needs to be explored in every aspect. The population for the study is human resource officers in higher educational institutions. The target population for this paper are human resource officers at the rank of senior officers or higher.

3.2 Data Collection Tools

The period of the study was from March 2024 to July 2024. The questionnaire was personally delivered to the randomly selected individuals who had accepted to participate in the study. The questionnaire that was

used to gather data for the study was a dichotomous questionnaire. The return rate of the questionnaire was 100%.

3.3 Sampling Procedure

One hundred human resource officers from four higher education universities in Ghana were randomly chosen for the study. Twenty-five human resource officers (HROs) were selected using the random sampling technique after seeking a list of HROs at the senior rank or above. Twenty-five HR officers were selected from each of the four institutions and were given a closed-ended questionnaire to respond to.

3.4 Data Analysis

The data was analysed using frequencies and percentages and presented in frequency tables. The researchers strictly followed all ethical considerations related to academic research. Results and Discussions

One hundred respondents representing a 100% data return rate were recorded for this paper. Table 2 indicates that there were 56 females representing 56% and 44 males representing 44%. It further shows that 40 (40%) respondents were Chief Human Resource officers, and 44 (44%) were Principal Human Resource Officers. Senior Human Resource officers comprised only 16 (16%) respondents. From Table 2, it is identified that most of the HR officers were females, and most of the respondents were part of the senior management team, making their responses on the subject matter much more valid.

Table 2.

Bio-Data

Gender	Frequency	Percentage
Male	44	44
Female	56	56
Rank		
Chief Human Resource Officer	40	40
Principal Human Resource Officer	44	44
Senior Human Resource Officer	16	16

Table 3 shows the number of participants who have used ChatGPT before in their office for official human resource-assigned duties.

Table 3.

Previous Usage of ChatGPT to Support Human Resource-Assigned Duties

	Frequency	Percentage
Yes	88	88
No	12	12
Total	100	100

Based on the data presented in Table 3, it can be concluded that a vast majority of the respondents, that is 88% have used ChatGPT to support their official work. Only a small percentage, 12% reported not having used it before. This suggests that the respondents' feedback on the topic is reliable and based on their experience with the software.

Table 4.

Version of ChatGPT Used

Version	Frequency	Percentage
GPT-1	-	--
GPT-2	-	--
GPT-3	-	--
GPT-3.5	-	--
GPT-4	13	13
GPT-4o	75	75
Paid	9	9
Unpaid	79	79

Table 4 shows that most of the respondents being 75% were using GPT-4o and 13% used GPT-4. Seventy-nine respondents representing 79% used the unpaid version of ChatGPT and nine respondents representing 9 use the paid version.

Table 5.

Use of ChatGPT by Human Resource Persons for Official Duties

Statements	Frequency	Percentage
write a cv	16	16
Write a letter	60	60
Develop a seminar/ training/ workshop manual for employees	36	36
Write a minute	52	52
Write a position paper	16	16
Search for ways to resolve an office problem	56	56
Search for the best responses to certain queries of staff	16	16
Seek for an IT support system	16	16

Table 5 shows that as few as 16% used ChatGPT to either write a CV, position paper, search for the best responses to certain staff queries or seek technical IT support system advice. Thirty-six respondents, representing 36%, used ChatGPT to develop a seminar/ training/ workshop manual for employees. Most respondents, as much as 60% and 52% used ChatGPT to write various types of letters and minutes, respectively. Fifty-six respondents representing 56%, used ChatGPT to search for ways to resolve an office problem with the assistance of ChatGPT. Table 5 indicates that ChatGPT is used mainly for clerical duties by HR officers and as a counsellor or advisor who is always there to help resolve office challenges. This finding supported the study of Hassani and Silva (2023) when they asserted that ChatGPT has the advanced capability to simulate and process human conversations. It also affirms Ngô and Trần (2023) statement that ChatGPT is used to automate and solve manual tasks.

Table 6.

Strengths of Using ChatGPT for Official Duties

Statements	Frequency	Percentage
Saves time	64	64
Improves writing skills	24	24
Makes work easier	68	68
Provides virtual assistance in resolving issues timely manner	28	28
Removes work-related stress	4	4

Table 6 shows the perceived strengths of ChatGPT when used for official work by HR officers. It shows that the majority of the respondents, as much as 64% and 68%, chose saves time and makes work easier as strengths of ChatGPT in their line of work, respectively. Twenty-eight respondents representing 28%, selected providing virtual assistance to resolve issues timely manner, and 24.0% selected improving writing skills for and during their official duties. Only four (4%) respondents selected that it removes work-related stress, meaning that although ChatGPT may make work easier and save time for the staff, other work-related stress is not taken away from employees. This may result from more added duties to increase productivity since the time employees spend on their normal day-to-day activities has been cut short with ChatGPT (Adamopoulou & Moussiades, 2020; Brandtzaeg & Følstad, 2017).

Table 7.

Weaknesses of using ChatGPT for Official Duties

Statements	Frequency	Percentage
Cannot communicate on all subject matters perfectly like a human will	76	76
It produces text that sounds convincing but is nonsensical under the surface	32	32
It produces text that sounds plausible but is incorrect under the surface	68	68
It generates text that is biased on specific topics	52	52
It cannot be fully and solely relied on	48	48

Table 7 indicates the perceived weaknesses of ChatGPT when used for official duties. Although ChatGPT is known to be good at giving responses similar to humans, 76%, believed that ChatGPT could not communicate on all subject matters perfectly like a human would. This is possible based on the algorithm and data that the machine is being trained with. For this same reason, 52% of the respondents were of a different view that some of the text generated by ChatGPT on some selected topics is sometimes biased, making it a weakness to its usage for official duties. Thirty-two respondents, representing 32%, were of the view that a weakness of ChatGPT is the generation of text that sounds convincing but is nonsensical under the surface and 68% considered a weakness of ChatGPT as it generates text that sounds plausible but is incorrect under the surface. Forty-eight respondents representing 48% were of the view that a weakness of ChatGPT was not a sole and reliable application to be used to perform or support official duties. It was discovered in the literature review that ChatGPT has limitations when it comes to communicating about a wide range of subjects. While it may create text that appears reasonable, it may contain errors or biases that are not immediately obvious. These findings support the idea that ChatGPT has restrictions in its ability to fully understand complex concepts and struggles to evaluate the accuracy of its responses. It may produce biased results and lacks advanced cognitive capabilities. (Farrokhnia et al., 2023); Gao et al., 2023; Lecler et al., 2023; Sallam, 2023; and Buriak et al., 2023).

Table 8.

Opportunities in Using ChatGPT for Official Duties

Statements	Frequency	Percentage
improves professionalism among employees	24	24
improves planning skills	36	36
improves writing skills	32	32
makes me an expert in various fields of interest	52	52
increases productivity at the workplace	56	56
improves efficiency	44	44

Table 8 shows the perceived opportunities that come with the use of ChatGPT for official duties. It is seen from Table 8 that the majority of respondents were of the view that ChatGPT has the opportunity to increase productivity at the workplace and also has the opportunity to make them experts in their various fields of interest that they had little or no knowledge of, by 56% and 52% of the respondents, respectively. This finding affirms that ChatGPT can be a valuable learning companion, generating excellent ideas and texts that users can refine and enhance (Eke, 2023). Forty-four respondents representing 44% believed that ChatGPT has the opportunity to improve the efficiency of employees, and 36% of the respondents were also of a different view that ChatGPT has the opportunity to improve their planning skills. Other opportunities for using ChatGPT for official reasons by 32% and 24% of the respondents, were the opportunities to improve their writing skills and the opportunity to improve their professionalism, respectively.

Table 9.

Threats to the Use of ChatGPT for Official Duties

Statements	Frequency	Percentage
lead to misinformation	56	56
lead to disinformation	36	36
leads to misinformation	28	28
increase unemployment rate	68	68
make employees lazy	48	48
makes certain employees redundant	28	28

The threats to the use of ChatGPT by employees are shown in Table 9. From the table, it is determined that 56% of the respondents saw ChatGPT as a threat by leading to misinformation, and 36% of the employees saw ChatGPT as a threat by leading to disinformation. Such threats, when not regulated, may result in numerous negative impacts on society, the economy, politics and institutions, including harmful effects like lawsuits (Acemoglu, 2021). Twenty-eight respondents, representing 28%, believed that ChatGPT could be a threat when used for malinformation. Most respondents, 68%, believed that ChatGPT could be a threat when used for official duties by increasing the unemployment rate. This is a fear for many and is confirmed by Huang and Rust (2018) when they asserted that AI has been a significant driver and source of innovation, but has threatened human service jobs. Forty-eight respondents representing 48% were of the view that a threat to the use of ChatGPT for official duties is that it makes employees lazy, and 28% of the respondents were also of the further view that another threat to its usage for official duties is it makes certain employees redundant.

Table 10.

Suggestions for ChatGPT Usage for Official Duties

Statements	Frequency	Percentage
train staff on how to use it	44	44
develop policy and guidelines for its use	60	60
Ban or not encourage its usage for official duties	16	16
Educate employees on the pros and cons of ChatGPT	44	44

Table 10 shows employees' suggestions about using ChatGPT to support or for official duties. Forty-four respondents representing 44% suggested that training employees on how to use ChatGPT for official purposes is critical, and 44% of the respondents again suggested that educating employees on the pros and cons of ChatGPT is necessary for its usage of official purposes. The majority of the respondents, 60%, further suggested that developing policies and guidelines is necessary if ChatGPT is to be used for or to support official duties since, according to Acemoglu (2021), if AI continues to be deployed along its current trajectory and remains unregulated, it may produce various social, economic and political harms. Only 16.0% further suggested that banning or discouraging the use of ChatGPT for official duties is necessary. Of the 100 respondents representing 100.0%, most made more than one suggestion for the usage of ChatGPT; they indicated that there is a strong willingness for its usage than to ban it.

4. Conclusion and Suggestions

From the data gathered and the results generated from the analysis and discussion, it can be concluded that most administrative employees officially use ChatGPT in the HR departments to write letters and minutes and search for ways to resolve office problems. From the results of the SWOT analysis, it can be said that the strength of ChatGPT when used for official duties is making work more accessible and saving time for employees to use that spare time gained to do other jobs, which leads to the opportunity of increasing productivity at the workplace. Another opportunity with the use of ChatGPT officially is the possibility of making people become experts in fields they had little or no knowledge of, since ChatGPT can answer questions they pose to it just as any other professional would. This opportunity can also lead to increased productivity since experts will be readily available to support the organisation's growth. Although ChatGPT can respond just as a human being will, it is concluded that a weakness of ChatGPT is not being able to communicate on all subject matters perfectly like a human. Another weakness of ChatGPT is that it generates text that sounds plausible but is incorrect under the surface and generates biased text on some topics. These weaknesses led to the threat of possible misinformation. Another threat that ChatGPT pose to employees when you use it for official purposes is the increased unemployment rate.

Based on the respondents' suggestions and the findings and conclusions drawn from the results, it is recommended that policies and guidelines be developed for using ChatGPT for official duties to help prevent an increase in the unemployment rate. It is further suggested that training and education be organised by the Training and Development department for staff on how to use ChatGPT efficiently and effectively for official duties so that they will be able to identify and prevent the spread of misinformation. It is also suggested that institutions can help their staff purchase the professional version of ChatGPT to have full access to help improve their work. We also recommend that stakeholders create new or modify existing policies about using ChatGPT for official practices based on the strengths, weaknesses, opportunities and threats identified from this study.

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