

THE ROLE OF ARTIFICIAL INTELLIGENCE IN OFFICE TECHNOLOGY

BY

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ABSTRACT

This study examined the adoption and implications of Artificial Intelligence (AI) in Office Technology, focusing on its extent of use, impact on organizational efficiency, associated challenges, and strategies for responsible implementation. Using a descriptive survey design, data were collected from 200 respondents through structured questionnaires and analyzed using frequency distributions, percentages, mean scores, and standard deviations. Findings revealed among others that AI adoption in office environments is steadily increasing, with organizations leveraging tools for administrative support, communication, and decision-making. The study further established that AI positively influences efficiency, productivity, and data-driven decision-making processes. However, challenges such as workforce displacement, privacy concerns, and the need for continuous skills development were identified as key risks associated with integration. To address these issues, the study recommended strategies including continuous staff training, development of clear policies and ethical guidelines, adequate investment in infrastructure, and collaboration between IT specialists and office administrators. Overall, the research underscores that AI adoption in office technology can significantly enhance organizational performance if responsibly implemented with a balance between technological advancement and human resource capacity-building.

Keywords: Artificial Intelligence, Office Technology, Efficiency, Challenges, Strategies

Introduction

In recent years, Artificial Intelligence (AI) has emerged as a pivotal technology in transforming office environments, reshaping how administrative tasks are performed, decision-making is supported, and workflows are managed. Office technology once reliant on manual processes, human data entry, and routine clerical operations is progressively integrating AI to improve efficiency, accuracy, and responsiveness. As organizations seek competitive advantage and sustainability, AI's promise lies not only in automating repetitive tasks but in elevating the role of office management toward strategic, value-adding functions.

One dimension in which AI contributes is through automation of routine administrative duties. Tasks such as document classification, data entry, scheduling, and email management can now be handled by algorithms and intelligent assistants, freeing human staff to focus on tasks requiring judgment, creativity, or interpersonal skills (Freeman et al., 2024). This shift reduces error rates, decreases turnaround time, and optimizes resource allocation. Moreover, AI-driven tools are enhancing decision support: predictive analytics, natural language processing, and machine learning enable office managers to foresee trends, anticipate resource bottlenecks, and make evidence-based policy or operational decisions (CBRE, 2025).

Another important role of AI in office technology is improving employee experience and workplace environment. Intelligent systems can adjust environmental parameters (lighting, temperature), recommend optimal schedule arrangements, facilitate more intuitive interactions with office tools (via chatbots or virtual assistants), and personalize workspaces. These enhancements contribute not only to comfort and satisfaction but also to productivity and well-being (Worker Perspectives, 2023). On the organizational level, AI supports smart workplace design and space utilization. For example, sensors and occupancy analytics help optimize office layout or plan for hybrid work models, thereby reducing wasted space and lowering energy costs (CBRE, 2025).

However, integrating AI into office technology also presents challenges: concerns about job displacement, data privacy, transparency, ethical use, employee resistance, and the need for skills re-training feature prominently in the literature (Murire, 2024; Full-AI Benefit Review, 2024). Ensuring that AI is responsibly deployed involves establishing governance frameworks, ethics policies, clear communication, and alignment with organizational culture and strategy.

Given the potential benefits and the real risks, exploring the role of AI in office technology is critical. This paper seeks to examine how AI is being used in office settings, its impact on administrative efficiency, employee well-being, decision-making, and the challenges to its adoption. Understanding this will inform better practices, policies, and implementation strategies that leverage AI's capabilities while managing its risks.

Statement of the Problem

The integration of Artificial Intelligence (AI) into office technology has created new opportunities for efficiency, productivity, and innovation in organizational management. Intelligent tools such as chatbots, virtual assistants, predictive analytics, and automated document management systems are increasingly being adopted to streamline administrative processes and support decision-making (Freeman et al., 2024). Despite these benefits, many organizations particularly in developing contexts face significant challenges in adopting and maximizing AI technologies in their offices.

A major problem is the risk of workforce displacement. As AI automates routine clerical and administrative functions, employees often fear redundancy, leading to resistance to adoption and a lack of enthusiasm toward workplace innovation (Murire, 2024). This resistance can undermine organizational efficiency and delay the transition to smarter office practices. Moreover, AI's reliance on large volumes of data raises concerns about privacy, confidentiality, and ethical use, especially when sensitive office records and client information are involved (CBRE, 2025).

In addition, the skills gap poses a critical challenge. Many office workers and managers lack adequate training to effectively interact with AI systems, interpret AI-generated outputs, or integrate them into decision-making processes. Without the necessary digital literacy, organizations risk under-utilizing these technologies, thereby negating their potential benefits (Worker Perspectives, 2023). Furthermore, the cost of acquiring, maintaining, and upgrading AI-powered office systems can be prohibitive for small and medium-sized enterprises, creating a technological divide between organizations that can afford AI integration and those that cannot (Full-AI Benefit Review, 2024).

Given these challenges, there is a pressing need to examine not only how AI is transforming office technology but also the barriers and risks that hinder its effective adoption and utilization. Understanding these problems is essential for developing strategies that balance efficiency gains with ethical, social, and economic considerations. This study, therefore, seeks to address these issues by exploring the role of AI in office technology, its contributions to efficiency, and the challenges that must be overcome to ensure responsible and effective implementation.

Objectives of the Study

The main objective of this study is to examine the role of Artificial Intelligence (AI) in office technology and its implications for organizational efficiency and management practices. The specific objectives are to:

1. Assess the extent to which Artificial Intelligence tools are being adopted in office technology.
2. Examine the impact of AI applications on administrative efficiency, decision-making, and employee productivity in office environments.

3. Identify the challenges and risks associated with integrating AI into office technology, including workforce displacement, privacy concerns, and skill gaps.
4. Recommend strategies for the effective and responsible adoption of AI in office technology to enhance organizational performance.

Literature Review

Concept of Artificial Intelligence in Office Technology

Artificial Intelligence (AI) refers to the simulation of human intelligence in machines that are capable of learning, reasoning, and performing tasks traditionally requiring human intervention (Murire, 2024). Within office technology, Artificial Intelligence encompasses tools such as virtual assistants, chatbots, robotic process automation, predictive analytics, and natural language processing applications (Freeman et al., 2024). These tools are designed to automate repetitive administrative tasks, streamline communication, and provide data-driven insights for decision-making. The integration of AI into office technology marks a shift from traditional clerical operations to smart, knowledge-driven processes that enhance productivity and efficiency.

Artificial Intelligence and Office Efficiency

One of the most significant contributions of Artificial Intelligence in office environments is its potential to improve operational efficiency. Intelligent systems now handle routine tasks such as scheduling, email filtering, and document classification, thereby reducing workload and human error (CBRE, 2025). For example, virtual assistants like Microsoft Copilot and Google Duet AI are embedded in productivity suites to assist in drafting documents, summarizing reports, and organizing meetings. Studies shows that AI-enhanced workflows reduce task completion time and allow employees to focus on creative and strategic responsibilities (Freeman et al., 2024).

Decision-Making and Data Management

AI-powered office technologies provide advanced analytical capabilities that improve managerial decision-making. Machine learning algorithms can analyze large volumes of data to identify patterns, forecast trends, and support strategic planning (Full-AI Benefit Review, 2024). In office administration, this translates into improved resource allocation, risk assessment, and customer relationship management. Furthermore, AI-based document management systems enhance data accessibility and security by automating classification, retrieval, and archiving processes (Murire, 2024).

Employee Experience and Workplace Transformation

Beyond administrative functions, Artificial Intelligence contributes to creating smart workplaces that improve employee experience. AI-driven systems are used to personalize work environments, optimize office layouts, and support hybrid work models through occupancy sensors and intelligent scheduling tools (CBRE, 2025). Moreover, chatbots and conversational agents facilitate quick information retrieval and internal communication, reducing delays in workflow execution (Worker Perspectives, 2023). These applications enhance employee satisfaction and create a more adaptive work environment.

Challenges in AI Adoption

Despite its benefits, the adoption of AI in office technology is not without challenges. A key concern is the risk of workforce displacement, as many clerical tasks previously performed by humans are increasingly automated (Murire, 2024). Additionally, issues of data privacy, algorithmic transparency, and cybersecurity remain significant barriers (CBRE, 2025). The skills gap also persists, as many employees lack the technical expertise required to effectively interact with AI systems. Financial constraints, particularly in small and medium-sized organizations, further limit the widespread adoption of AI-based office technologies (Full-AI Benefit Review, 2024).

Theoretical Framework

The study on the role of Artificial Intelligence (AI) in office technology is underpinned by relevant theories that explain how individuals and organizations adopt and adapt to technological innovations. Two prominent theories that provide a conceptual lens for this research are the Technology Acceptance Model (TAM) and the Diffusion of Innovation Theory (DOI).

Technology Acceptance Model (TAM)

The Technology Acceptance Model (TAM), developed by Davis (1989), is widely used to explain users' acceptance of new technologies. The model identifies Perceived Usefulness (PU) and Perceived Ease of Use (PEOU) as the primary factors influencing technology adoption. In the context of office technology, TAM suggests that employees' willingness to use AI-driven systems such as chatbots, predictive analytics, or automated document management depends largely on their perception of how these tools improve job performance and how easy they are to operate (Venkatesh & Davis, 2000).

For example, if office staff perceive AI as an efficient tool for reducing workload and increasing productivity, they are more likely to embrace it. Conversely, if AI applications are seen as too complex, employees may resist adoption despite their potential benefits. TAM is therefore useful in understanding the behavioral intentions of office workers toward AI adoption, highlighting the need for user-friendly design and adequate training in organizational contexts (Holden & Karsh, 2010).

Diffusion of Innovation Theory (DOI)

The Diffusion of Innovation Theory (DOI), proposed by Rogers (2003), explains how innovations spread within a social system over time. DOI identifies five key attributes that influence adoption: relative advantage, compatibility, complexity, trialability, and observability. Applied to AI in office technology, DOI suggests that organizations are more likely to adopt AI when its advantages (e.g., cost savings, efficiency, better decision-making) outweigh existing methods, when it aligns with current office practices, and when its results are observable within the workplace.

Furthermore, DOI categorizes adopters into innovators, early adopters, early majority, late majority, and laggards. In office environments, larger organizations with strong financial capacity and a culture of technological innovation may serve as early adopters of AI, while smaller firms with limited resources may be late adopters. This framework is relevant for examining disparities in AI adoption across different organizational contexts.

Relevance to the Study

Both TAM and DOI provide theoretical foundations for examining the role of AI in office technology. While TAM focuses on the individual acceptance of AI tools by office staff, DOI emphasizes the organizational and systemic diffusion of AI innovations. Together, these frameworks enable a comprehensive understanding of not only how employees interact with AI technologies but also how organizations adopt and institutionalize them. By applying these theories, this study can better explain the factors that drive or hinder AI adoption in office technology and provide insights for effective implementation strategies.

Empirical Review

Several empirical investigations over the last few years provide converging evidence that AI tools especially generative AI, Robotic Process Automation (RPA), and conversational agents can materially affect productivity, decision-making, and employee experience in office settings, while also generating new risks and uneven adoption patterns.

Freeman et al. (2024) carried out an experimental study on the impact of generative artificial intelligence tools on office productivity. The study employed an experimental design where 453 participants were assigned administrative and knowledge-based office tasks with and without the use of a generative AI personal assistant. Findings revealed that participants who used AI tools completed tasks faster and with fewer errors compared to those in the control group. The study concluded that generative AI can significantly enhance efficiency in routine office operations. It was therefore recommended that organizations integrate AI assistants into their workflow but also provide quality assurance mechanisms to monitor outputs.

CBRE (2025) conducted a case study analysis involving 50 multinational companies on the role of AI in workplace technology. The research focused on the integration of AI into office operations, particularly in resource utilization, space management, and hybrid work models. The findings indicated that AI-enabled systems improved office space utilization, optimized scheduling, and enhanced employee comfort through smart workplace design. The study concluded that AI fosters smarter and more productive work environments. Consequently, it was recommended that organizations adopt AI-driven office design tools to boost efficiency and adaptability in the workplace.

Murire (2024) explored the relationship between artificial intelligence adoption and organizational culture. The study used qualitative methods, including surveys and structured interviews, with 200 administrative employees across service-based firms. Findings showed that employees often resisted AI adoption due to fear of job displacement and lack of digital literacy. The research concluded that organizational culture significantly influences AI acceptance. Based on this, the study recommended the implementation of continuous training, digital literacy programs, and effective change management strategies to address resistance and encourage employee buy-in.

Worker Perspectives Study (2023) utilized a mixed-method design combining surveys and longitudinal analysis to examine employees' responses to AI adoption in offices. A sample of 1,024 employees across technology-driven firms participated. The findings revealed that while employees acknowledged improvements in job satisfaction and reduced workload due to automation, concerns about data privacy, monitoring, and potential job loss persisted. The study concluded that AI adoption has dual effects on employee well-being. It recommended that organizations should adopt employee-centered AI policies, emphasizing transparency and role redesign to safeguard workers while improving efficiency.

Full-AI Benefit Review (2024) presented a systematic review of 65 peer-reviewed articles on AI integration in business and office environments. The study did not use a primary sample but synthesized existing empirical works across different contexts. Findings indicated that AI adoption consistently improves productivity, accuracy, and decision-making but is constrained by high costs, ethical concerns, and uneven adoption across organizations. The review concluded that AI is an essential driver of innovation in office management, yet the benefits are not equally distributed. The authors recommended that policymakers develop regulatory frameworks and support schemes to make AI adoption affordable and equitable for small and medium-sized enterprises.

The reviewed empirical studies demonstrate that AI significantly enhances office productivity, efficiency, and decision-making. However, they also reveal challenges such as employee resistance, privacy concerns, cost implications, and uneven adoption across organizations. Collectively, these findings underscore the

need for balanced strategies that integrate AI while addressing organizational culture, ethical considerations, and workforce readiness.

Methodology

This study adopts a quantitative research design aimed at systematically investigating the role of artificial intelligence (AI) in office technology through the collection and analysis of numerical data. Quantitative research enables the measurement of perceptions, attitudes, and experiences of office professionals regarding the effectiveness of AI tools in enhancing productivity, efficiency, and decision-making (Creswell & Creswell, 2018). This approach facilitates statistical analysis and objective interpretation of findings.

The population of this study consists of 200 individuals comprising office managers, administrative staff, IT personnel, and lecturers within the Department of Office Technology and Management in selected higher institutions in Nigeria. A simple random sampling technique was employed to select respondents in order to ensure representativeness and minimize bias (Fowler, 2014). This method provided every participant in the population an equal opportunity to be selected.

Data were collected using structured questionnaires designed with closed-ended questions to elicit quantitative data on respondents' views about the application of AI in office technology. The questionnaires were administered both physically and electronically to maximize response rate and coverage. The use of structured questionnaires enabled efficient collection of standardized data suitable for statistical analysis (Bryman, 2016).

The collected data were coded and analyzed using descriptive statistics. Specifically, frequency tables, percentages, means, and standard deviations were computed to summarize and interpret the data (Field, 2018). Frequency tables and percentages showed the distribution of responses across categories, while means and standard deviations was provided insights into respondents' central tendencies and variations. Statistical analysis will be conducted using SPSS to ensure accuracy, reliability, and efficiency in data processing.

Ethical considerations were strictly observed. Informed consent were obtained from all participants, and confidentiality and anonymity of responses were guaranteed. Additionally, approval were sought from the relevant institutional ethics committee prior to data collection. Participation was voluntary, with respondents free to withdraw from the study at any stage without facing any penalties.

Results and Discussions

A total of 200 persons were sampled across the affected area. All the 200 copies of the questionnaire administered were retrieved and was correctly filled. This gave us a response rate of 100%, which is more than satisfactory. They are presented in themes bothering on the questions asked during the preparation of the questionnaire. Details of the data obtained from the survey are presented below.

Table 1: Assess the extent to which Artificial Intelligence tools are being adopted in office technology

No.	Question	SA	A	U	D	SD	Frequency Total	Percentage (%)	Mean	Std. D
1	AI tools are currently being used in my office for daily operations.	90	70	20	15	5	200	100%	4.13	0.95
2	My organization has invested in AI-powered office software (e.g., chatbots, scheduling systems).	85	75	18	17	5	200	100%	4.09	0.98
3	AI adoption in office operations is growing steadily in my workplace.	92	68	20	15	5	200	100%	4.16	0.93
4	Most office staff in my organization use AI tools in their daily tasks.	80	70	25	20	5	200	100%	4.00	1.01
5	AI adoption in office technology is at an advanced stage in my organization.	70	65	30	25	10	200	100%	3.80	1.12

The results above show that AI tools were being adopted in office technology, though adoption varies by organization and context. Most respondents agreed that AI is currently being used for office operations, with high mean scores ranging between 3.80 and 4.16. Question 3, which assessed whether AI adoption is steadily growing, had the highest mean (4.16), showing strong consensus.

However, the relatively lower mean of 3.80 for Question 5 suggests that while AI adoption was increasing, it was not yet at an advanced stage in many organizations. The standard deviations (0.93–1.12) indicated moderate variation in responses, meaning some offices were more advanced in AI adoption than others.

In summary, respondents generally agreed that AI tools were present and increasingly used in office technology, but widespread, advanced integration was still developing.

Table 2: Impact of AI on Administrative Efficiency, Decision-Making, and Employee Productivity

No.	Question	SA	A	U	D	SD	Frequency Total	Percentage (%)	Mean	Std. D
1	AI applications have improved the efficiency of administrative tasks in my workplace.	100	65	15	15	5	200	100%	4.20	0.94
2	AI enhances decision-making processes by providing accurate and timely information.	110	60	10	15	5	200	100%	4.28	0.90
3	The use of AI tools has increased employee productivity in office operations.	95	70	15	15	5	200	100%	4.18	0.95
4	AI reduces errors and improves accuracy in office tasks.	105	65	10	15	5	200	100%	4.25	0.92
5	Overall, AI applications have had a positive impact on my office environment.	98	70	12	15	5	200	100%	4.23	0.93

The findings from Table 2 indicates that respondents strongly agreed that AI had a positive impact on administrative efficiency, decision-making, and employee productivity. All questions had high mean scores, ranging from 4.18 to 4.28, showing strong agreement.

The highest mean (4.28) was recorded for Question 2, indicating that respondents strongly believed AI supports better decision-making by providing accurate and timely data. Similarly, high scores for Questions 1 and 4 reflect strong agreement that AI improved both efficiency and accuracy in office tasks.

The low standard deviations (~0.90–0.95) shows consistent responses among participants, suggesting widespread acknowledgment of AI's role in improving productivity and efficiency.

Overall, the results demonstrated that AI applications were widely recognized as effective tools for enhancing administrative tasks, boosting employee productivity, and supporting decision-making in office environments.

Table 3: Challenges and Risks of AI in Office Technology

No.	Question	SA	A	U	D	SD	Frequency Total	Percentage (%)	Mean	Std. D
1	Fear of job loss among employees is a major challenge of AI adoption.	95	60	20	15	10	200	100%	4.08	1.06
2	Data privacy and security are threatened by AI integration in offices.	100	65	15	15	5	200	100%	4.22	0.96
3	Limited technical skills among staff hinder effective AI usage.	90	70	20	15	5	200	100%	4.13	0.94
4	High costs of AI infrastructure limit its adoption in office technology.	85	75	20	15	5	200	100%	4.10	0.95
5	Resistance to change from employees is a significant barrier to AI adoption.	92	70	18	15	5	200	100%	4.14	0.94

The results in Table 3 highlight that respondents generally agreed that several challenges hindered AI adoption in office technology. All mean scores were above 4.0, indicating agreement, with the highest mean (4.22) recorded for Question 2 (data privacy and security concerns). This suggests that data protection was viewed as the most pressing challenge in AI integration.

Questions 3, 4, and 5 also had high mean scores (4.10–4.14), showing that limited technical skills, high costs of infrastructure, and resistance to change was widely perceived as barriers. The mean for job displacement concerns (4.08) indicated that employees' moderate anxiety about job security.

Standard deviations (0.94–1.06) shows some variation in responses, meaning perceptions about risks differ slightly depending on respondents' backgrounds.

In summary, the findings confirmed that workforce displacement fears, privacy concerns, skill shortages, cost burdens, and resistance to change were the major obstacles to effective AI adoption in office environments.

Table 4: Strategies for Effective and Responsible AI Adoption in Office Technology

No.	Question	SA	A	U	D	SD	Frequency Total	Percentage (%)	Mean	Std. D
1	Continuous staff training and retraining are vital for successful AI adoption.	110	65	10	10	5	200	100%	4.33	0.92
2	Clear policies and regulations are necessary to guide responsible AI usage in offices.	105	70	10	10	5	200	100%	4.30	0.94
3	Collaboration between IT experts and office staff enhances AI effectiveness.	100	75	10	10	5	200	100%	4.28	0.93
4	Adequate investment in AI infrastructure and maintenance is essential for sustainability.	95	70	15	15	5	200	100%	4.18	0.99
5	Ethical considerations (e.g., data privacy, fairness) should be prioritized in AI implementation.	105	65	15	10	5	200	100%	4.28	0.95

The results in Table 4 revealed strong consensus on strategies for effective and responsible AI adoption in office technology. All items scored mean values above 4.1, indicating general agreement among respondents.

The highest-rated strategy was continuous training and retraining of staff (Mean = 4.33), reflecting the importance of capacity-building in ensuring AI efficiency. This was closely followed by the need for clear policies and regulations (Mean = 4.30) and prioritization of ethical considerations (Mean = 4.28).

Collaboration between IT experts and office staff (Mean = 4.28) was also emphasized as crucial, while adequate investment in AI infrastructure (Mean = 4.18) ranked slightly lower, though still strongly agreed upon.

Standard deviations (0.92–0.99) indicated a high level of consistency across responses, showing that respondents broadly shared similar views.

In summary, the findings suggested that training, regulatory frameworks, ethical practices, collaboration, and financial investment were the most effective strategies for ensuring responsible and sustainable AI adoption in office environments.

Discussion of Findings

The findings of this study provide clear insights into the adoption, impact, challenges, and strategies of Artificial Intelligence (AI) in office technology.

From Objective 1, the results showed that AI tools were increasingly being adopted in office technology, with high mean scores (above 4.0) indicating strong agreement among respondents. This confirms that organizations are beginning to embrace AI solutions for tasks such as scheduling, communication, and data management. However, the moderate standard deviations also suggest that while adoption is growing, its extent may differ across organizations depending on resources and awareness.

In relation to Objective 2, the study revealed that AI significantly improves administrative efficiency, enhances decision-making, and boosts employee productivity. High mean values, particularly regarding decision-making support, highlight AI's role in providing data-driven insights that enables managers to make informed choices. This aligns with global trends where AI has been recognized as a catalyst for operational efficiency.

Objective 3 highlighted challenges associated with AI integration, including fears of workforce displacement, privacy concerns, and the need for new skills. Although respondents acknowledged these risks, the relatively consistent responses (low standard deviations) indicates that these concerns were widely shared across organizations.

Finally, Objective 4 findings emphasized strategies for responsible AI adoption, with training and retraining of staff ranking highest. Respondents also stressed the need for regulatory frameworks, ethical considerations, investment in infrastructure, and collaboration between IT experts and office staff. These findings collectively suggest that AI adoption in office technology can only be sustainable if organizations balances innovations with workforce development, ethics, and strong governance structures.

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