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The Next BIG Thing: Role of ChatGPT in Personal Knowledge Management- Challenges and Opportunities for Knowledge Workers across Diverse Disciplines

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The Next BIG Thing: Role of ChatGPT in Personal Knowledge Management Challenges and Opportunities for Knowledge Workers across Diverse Disciplines

Abstract

Purpose – The primary purpose of this paper is to embark on evaluating the role of Chat Generative-Trained Transformer (ChatGPT) in personal knowledge management (PKM) practices of individual knowledge workers across varied disciplines.

Design/methodology/approach – Methodology involves four steps i.e., literature search, screening and selection of relevant data, data analysis and data synthesis related to knowledge management (KM), PKM, and generative artificial intelligence (AI) with a focus on ChatGPT. The findings are then synthesized to develop a viewpoint on the challenges and opportunities brought by ChatGPT for individual knowledge workers in enhancing their PKM capability.

Findings -- This work highlights the prevailing challenges and opportunities experienced by knowledge workers while leveraging PKM though implying ChatGPT. It also encapsulates how some management theories back the cruciality of generative AI (specifically ChatGPT) for PKM.

Research limitations/implications – This study identifies the challenges and opportunities. from existing studies and does not imply empirical data/result. The authors believe that findings can be adjusted to diverse domains regarding knowledge workers PKM endeavors. This paper draws some conclusions and calls for further empirical research.

Originality/value -- ChatGPT capability to accelerate organizational performance compelled previous scholars to focus their research predominantly on organizational KM systems and approaches in relation to that while its impact on PKM is unexplored. In this paper, the authors highlight the challenges and advantages of ChatGPT in recent times, that should be considered in any research involving the role of generative AI, for PKM.

Keywords – Personal Knowledge Management, Generative AI, ChatGPT, Knowledge worker, Knowledge Management Theories, Knowledge Augmentation.

1. Introduction

'Knowledge' is the most exquisite asset for any organization. The people working in organizations are the primary inheritors of this asset who create, share, and apply knowledge in a supportive organizational environment. Initially, knowledge management (KM) scholars laid emphasis on contextual and organizational perspectives (Huysman and Wulf, 2006). They relied more on explicit knowledge which is highly formal and systematic (Nonaka and Takeuchi, 1995) while paying little attention to individual KM capabilities. Later, Frand and Hixon (1998) became the pioneering scholars who coined the term "personal knowledge management" (PKM) and maintained their focus on the importance of individual level performance. PKM is defined as "the range of actions performed by individual workers to explore, gather, and apply novel information, learning and experiences. This enables them in updating and renewing their personal knowledge amidst the continuously evolving and serendipitous operating environment" (Razmerita *et al.*, 2014, p. 77).

To explore the PKM activities of knowledge workers, it is vital to discuss the ever-evolving digital landscape that pushed organizations across various industries to undergo the process of digital transformation. Digital transformation is "the change that organization undertake in terms of structure, functions, and processes in response to adoption of digital technologies such as internet of things, artificial intelligence, machine learning, augmented reality, in-memory computing is known as digital transformation" (Matt *et al.*, 2015; Sahu *et al.*, 2018). This change is often characterized by gigantic organizational change facilitated by technology and alters the process by which knowledge work is carried out (Wessel *et al.*, 2021). With this respect, knowledge workers who are central to knowledge creating and leveraging activities across organizations are more likely to be affected by these changes (Vial, 2019). In the era of digital transformation, the emergence of artificial intelligence (AI) generative technologies, specifically, Chat Generative Pre-Trained Transformer (ChatGPT) has drawn the attention of almost every business and a knowledge worker to adopt it for their personal and professional use (Vial, 2019). The existing literature is mostly geared towards organizational KM process with the goal of bolstering organizational level productivity with the help of technology (Cranefield and Prusak, 2016). However, little attention has been paid to individual workers on their existing and ongoing and KM practices at individual level with the use of personal technology (Liu *et al.*, 2017; O'Leary, 2016; Pauleen and Gorman, 2016; Jarrahi *et al.*, 2019). More specifically, interaction between PKM and use of technology to manage personal knowledge is still in nascent stages and calls for further exploration (Pauleen and

Gorman, 2016; Cranefield and Prusak, 2016; Jarrahi *et al.*, 2019). This paper seeks to investigate the intersection of digital transformation and PKM of knowledge workers across varying professions. It also explores the challenges and opportunities that knowledge workers experience due to digital transformation with the specific role of ChatGPT in PKM that failed to gain the attention of previous scholars in the field.

The paper outlines the methodology, literature review on PKM, ChatGPT, along with discussing theories, related concepts, and outlining future research potentials. The data for this paper is obtained from various existing research papers that provide valuable insights into opportunities and challenges faced by knowledge workers while leveraging the role of ChatGPT in their PKM practices. Finally, the paper draws conclusions based on findings and recommends avenues for future research to further enrich the topic.

2. Methodology

To probe the existing academic and professional literature on the role of ChatGPT in PKM and possible challenges and opportunities for knowledge workers across different disciplines, this study reviewed the literature with particular focus on ChatGPT and PKM. The process encompassed conducting literature search, screening, and selection of relevant data, performing analysis and synthesis. An extensive literature search has been conducted using academic databases such as Google Scholar, Emerald Insight, Web of Science, Research Gate, IEEE Xplore and Science Direct. The search strategy used combinations of keywords such as "ChatGPT" and "Personal Knowledge Management", "ChatGPT" AND "Healthcare", "ChatGPT AND "Education", "ChatGPT" AND "Banking", "ChatGPT" AND "Tourism". The search included research papers published in English language only. After the initial screening of articles, only those relevant to ChatGPT and PKM were included for the analysis. For analysis, all the articles were thoroughly read to assess according to their suitability and relevant data was extracted that provided insights on the role of ChatGPT in PKM across different disciplines. Finally, the findings of the selected articles were synthesized using thematic analysis. The themes were analyzed to explicate patterns and relationships which developed understanding the role of ChatGPT in PKM and challenges and opportunities experienced by knowledge workers across diverse disciplines along with ethical concerns.

3. Personal Knowledge Management (PKM)

Previous literature suggests that PKM has been given succinct importance in KM research (Pauleen and Gorman, 2016). The concept published by Frand and Hixon (1998), further elaborated by Davenport (2016), showed that these scholars primarily focused their work on elucidating the importance of knowledge workers' performance at an individual level. This perspective recognizes that knowledge, particularly tacit knowledge, is deeply woven into one's personal experiences, values, and insights. This ultimately leads them to develop meaning, build ideas and make sense of their work life and social interaction with other societal actors (Chatti, 2012). Pauleen (2009) explains this PKM as the set of practices that individuals perform to identify, acquire, and incorporate novel and relevant information, knowledge, experiences, and insights. These practices assist in creation, organization, and dissemination of personal knowledge ensuring the uninterrupted renewal of individual knowledge in the face of ever changing and unpredictable environment within which individual operates (Razmerita *et al*., 2014). To develop a better understanding of the concept, PKM skills were classified into two sets i.e., basic skills and higher order skills (Cigognini *et al*., 2011). Managing media and information falls under the category of basic skills whereas managing one's personal knowledge comes under higher order skills. This depicts that the prime focus of PKM is on individual inquiries and practices unlike the organizational KM approach (Hwang *et al*., 2018; Pauleen and Gorman, 2016) and individuals who exercise PKM are known as knowledge workers.

A knowledge worker manages him/herself by developing the capability of "stay in the know" which is crucial for maintaining their competence and relevance in their work/career (Ahmed *et al*., 2021). This involves information technology systems and tools, a variety of individual's relentless habits and practices, and their social relationships that brace up PKM (Nicolini *et al*., 2015). For example, knowledge workers employ tools such as LinkedIn, Twitter, Zoom, Google Drive, and cloud-computing etc. to manage their personal knowledge (Leonardi, 2014). Hence, as opposed to the traditional hierarchical model of KM that places huge emphasis on top-down approaches, PKM embraces bottom-up perspective (Jarrahi *et al*., 2019; Jones *et al*., 2016) which is thought to be a self-directed and self-regulated learning (Fujita, 2020). These knowledge workers are referred to as self-directed and self-managed individuals because their personal KM practices are less reliant on organizational sources since they invest quite highly in their self-reflecting activities to keep updated with their work and career.

3.1. Use of Technology in PKM- ChatGPT

While developing a linkage between PKM practices and information technology, Jarrahi *et al.* (2019) presented a brief and clear description of the concept of "shadow IT" which is increasingly adopted by the knowledge workers to augment their work practices (Behrens, 2009; McCoy and Rosenbaum, 2019; Silic and Back, 2014). Generally, ineffective, and inefficient organizational IT compels employees to resort to IT platforms outside the realm of organizational control (Haag and Eckhardt, 2014). The pervasiveness of the concept of "shadow IT" cannot be denied in the context of organizational KM. It acts as personal infrastructure that allows workers to be involved in PKM activities (Steinhueser *et al*., 2017). Since knowledge workers are assumed to be responsible managing their information, learning, and experience for their career acceleration, the significance of KM infrastructure has gained much importance (Pauleen and Gorman, 2016). Advancement of AI generative technologies has further accelerated this trend of employing informal channel technology in their work practices and ChatGPT is one such trend which has become a buzz word.

Built by OpenAI, ChatGPT is an advanced AI language model that pronounces itself as "a powerful machine learning software that uses the GPT algorithm to generate human-like responses to text-based inputs" (Adiguzel *et al*., 2023, p.13). It has been trained on the wealth of data all over the internet comprising of books, journals, websites, blogs, and written text. Through its fine-tuning process, it optimizes dialogues and hence generates responses in a conversational manner to the prompts given (Health, 2023). GPT uses deep learning to deliver exceptional conversational ability and are trained on wide-ranging datasets making them stand out from its predecessors like GPT-3 and GPTInstruct. According to Rospigliosi (2023), ChatGPT is capable of recognizing data regularities and patterns which allows it to generate relevant text and images in response to prompts fed by users. Moreover, it can perform numerous tasks ranging from language translation, generations stories, writing essays, explicating complex subjects, writing codes, and fixing the ones with errors (Eke, 2023).

Despite the surge in significance of PKM and usage of non-organizational information technology, a little research has been dedicated to exploring the linkage between the two concepts and how personal infrastructure encourages and emerges (Liu *et al*., 2017; O'Leary, 2016; Pauleen and Gorman, 2016; Jarrahi *et al*., 2019). Furthermore, technological development, mainly advent of generative AI, and specifically, ChatGPT has drastically complicated this landscape. It gave individuals an unbridled resourcefulness and freedom to find solutions, create opportunities that support or deter their personal or professional

development (Hwang *et al*., 2018). In this scenario, ChatGPT holds a substantial role for PKM necessitating further investing within scholarly domains.

4. Leveraging PKM through ChatGPT

4.1.1. Augments Decision Making- Literature suggests some theories that generative AI proposes an innovative context for management theories particularly related to decision making. The human decision-making process is not free of inherent limitations which, however, can be mitigated by deploying generative AI through facilitating humans in the process. Simon (1987) theorized the concept of bounded rationality model to explain the limitations such as lack of cognitive understanding, dearth of reliable information, and lack of time that restricts humans to make rational decisions (Cristofaro, 2017). With the rapid advancement in technology, the interest in utilizing evolutionary algorithms in hybrid systems is also growing. This development could possibly lead to advancement of optimization theory (Sieja and Wach, 2019). According to Dean and Sharfman (1993) bounded rationality can be mitigated through developing a procedural rationality which is about organizing the process of collection of credible information. Generative AI can be useful in developing procedural rationality and making the optimal decisions when it comes to handling customer service and deciding to use human capability or AI technology to deal with the problem. In support of this view, Terwiesch (2023) emphasized the importance of using ChatGPT for better decision making. Likewise, ChatGPT has proved beneficial for educators in making critically reflective decisions (Cano *et al.*, 2023). Through its ability to gather and analyze wide range of data, ChatGPT offers better assistance in making decisions in the growing complexity of business world (Armstrong and Elbanna, 2023). In brief, ChatGPT augments the decision-making ability of a knowledge worker through facilitating his/her PKM.

4.1.2. Reflection and Networking- The influence of ChatGPT and other generative AI tools encompasses the most prevalent theories of KM and explicates how it supports knowledge workers to reflect and build networks. According to knowledge multiplication theory, knowledge creation is dynamic progression of tacit and explicit knowledge that comes into play through process of internalization, socialization, combination, and externalization (Nonaka and Takeuchi, 1995). Generative AI, specifically ChatGPT, can be a facilitator for all the process; thereby supporting the process of reflection and networking. For instance, ChatGPT acts as a virtual platform that shares information among the geographically dispersed team

through seamlessly converting tacit knowledge in socialization. For instance, ChatGPT allows their members to have in-person sharing and exchanging of knowledge (tacit) through socialization using this digital platform. Nguyen and Malik (2022) inveterate the scholarship of previous studies that confirmed the positive role of generative AI in the process of knowledge exchange. However, ChatGPT is largely acknowledged and praised for its answering to open ended questions and personalized responses to user in their preferred language (Korzynski *et al.*, 2023).

4.1.3. Collaborative Construction of Knowledge- The statement that ChatGPT facilitates the collaborative construction of knowledge can be backed by the research of Hu *et al.* (2023) who opined that concurrent engineering, during the different stages design process requires multiple stakeholders from multiple domains. This shows the necessity of collaboration for the development of successful design (Jang *et al.*, 2021). The research suggested that ChatGPT has the potential to assist concurrent engineering by providing a platform for shared knowledge that enables team members to acquire knowledge and collaborate effectively (Hu *et al.*, 2023). It reiterates the potential of ChatGPT to assist concurrent engineering and empower knowledge workers for acquiring knowledge, asking questions, demanding clarifications, and exploring solutions. For instance, a mechanical engineer may seek help from ChatGPT regarding robotic arm, whereas an electrical engineer can ask ChatGPT about electrical systems (Jang *et al.,* 2021). Amazingly, both designers would receive a real-time response tailored to their needs and allow them to continue their work in parallel and collaborative their efforts (Chen *et al.*, 2019). This collaborative effort gives them a holistic view of the glitches and helps them to co-create new knowledge to improve design solutions. Moreover, ChatGPT can facilitate expansive learning. Through involving themselves in novel and challenging activities, individuals can learn new knowledge or enhance their personal knowledge base (Tessier, 2022).

4.1.4. Knowledge Organization and Augmentation- ChatGPT has this huge potential for presenting large number of datasets in the most structured and coherent form allowing the knowledge workers to filter out and arrange materials as per the requirements (Armstrong and Elbanna, 2023). Furthermore, its understanding and natural language capabilities assist individuals to have easy access to personalized

information (Arif *et al.*, 2023). It is also regarded as individual's "personal coach" since it provides guidance and support to human capabilities and enables them to perform their efficiently and timely which augments individual knowledge workers productivity (Ritala *et al.*, 2023).

4.1.5. Knowledge Expansion- The inherited generative nature of ChatGPT has tremendous potential of generating new data and is not only restricted to analyzing the existing data. This characteristic distinguishes it from earlier counterparts. Assessing patterns has long been a specialty of machine-learning, but ChatGPT has taken a step further by recognizing these discerning patterns are utilized to create a new dataset, thereby exhibiting generative capability. This way, it generates novel ideas and spark creativity (Cox and Tzoc, 2023; Kilinc, 2023). From a scholarly standpoint, there are various facets through which ChatGPT can facilitate an individual to enhance/manage his personal knowledge, but the researcher anticipated that its ability to generate first draft will be vital for a knowledge worker primarily in academic research (Qasem, 2023). Without it, knowledge workers suffer substantial amount of time and effort to develop a first draft of something e.g., email, proposal, business plan, or a research article. To support this view, the research by Dwivedi *et al.* (2023) can be quoted here that states the potential of ChatGPT on increasing knowledge workers productivity in multiple ways, such as briefly explaining the information and search processes. Furthermore, it is also deduced from the findings of another research that ChatGPT exhibits remarkable applicability in knowledge expansion within academic settings. Because it can provide gist of the complex topics and simplify the writing process, enriching student personal knowledge (Wang *et al.*, 2023).

4.1.6. Development of Divergent Thinking through ChatGPT for Knowledge Workers - Raftis (2023) wrote an article after getting inspired by the podcast of Andrew Huberman. He researched "using ChatGPT for divergent thinking in obsidian and PKMs" and elaborated divergent thinking as "about generating multiple responses to open-ended and complex problems (Gibson *et al.*, 2009)". The researcher found out that ChatGPT produces some interesting possibilities for structuring prompts and realized that effectiveness of AI is not about the program but about the user's ability to build high quality prompts. It has the capability to transfigure user creativity to develop a memo about a particular concept and then

generate several other related written texts that are interrelated. An individual augments their personal knowledge through ChatGPT through creating and reflecting their own notes regarding information which enhances divergent thinking. This will open avenues for new perspectives and ideas.

4.1.7. Creative Thinking Tool to Generate Novel Ideas: Bouschery *et al.* (2023) analyzed the role of ChatGPT as a creative thinking tool that works as an innovator in hybrid innovation team. The study found that its capacity to provide spaces for larger problems and solutions brings higher innovation. Further research (Stevenson *et al.*, 2022) opined that the highly generative nature of ChatGPT makes it capable of generating new concepts and ideas. It enables human beings to better understand their problems and offer them probable solutions.

5. ChatGPT for Knowledge Workers across Diverse Sectors

5.1. ChatGPT for Knowledge Workers in Financial Sector: Deployment of ChatGPT in the banking sector is providing tailored recommendations to customers by understanding their need and then targeting them with needed products (Mogaji *et al.*, 2020a; Mogaji *et al.*, 2021). Moreover, ChatGPT can also assist back-end operations, process huge amounts of data, and perform financial marketing without direct engagement with customers (Northey *et al.*, 2022; Sheth *et al.*, 2022). Its generative capabilities enable it to curate customized suggestions based on personal needs, wants, and preferences. Its natural language processing NLP abilities allow it to converse like humans which add emotional appeal to marketing campaigns for more personalized results in conjunction with human assistance (Omoge *et al.*, 2022).

5.2. ChatGPT for Knowledge Workers in Travel and Tourism Industry - Likewise, ChatGPT is equally beneficial to be used in travel and tourism business and can provide accurate information and even help them plan their trips through giving them tailored response by combing and extracting output from range of multiple sources (Buhalis and Moldavska, 2022). It can facilitate customer phasing and back-office operations of companies operating in the areas of travel, tourism, hospitality, and transportation. For example, providing travel recommendations, booking and reservations, creating itineraries, offering multilingual support, and personalized guests suggestions for their disabilities (a research study shows that ChatGPT

helped to increase knowledge through providing a suggestion to a blind person i.e., a knowledge seeker who was travelling to France) (T´ercio Pereira *et al.*, 2022).

5.3. ChatGPT for Knowledge Workers in Higher Education and Academia - Research shows that ChatGPT has a potential to offer personalized knowledge curation in teaching and higher education. The transformative role of ChatGPT enables it to provide personalized suggestions to students in their research endeavors and teachers in designing pedagogical plans where resources are limited and enhancing their teaching skills (Aldeman *et al.*, 2021; Kendrick, 2023). AI technologies are good at predicting student performance and addressing the issues of student disengagement (Karsenti, 2019; Villegas-ch *et al.*, 2021). It helps in quick assimilation of knowledge to facilitate students but can also be used as a source while writing dissertations which raises the concerns of plagiarism which can be addressed through effective collaboration of student and teachers by identifying the ethical boundaries and limitations of ChatGPT (Stokel-Walker, 2022).

5.4. ChatGPT for knowledge Workers in Healthcare - Multiple studies suggested ChatGPT as a panacea for healthcare due to its extraordinary potential to deal with the challenges of diagnosis and treatment along with providing great deal of support for managing workflow and optimizing documentation which ultimately save cost and time and bring focus to personalized medicine (Li *et al.*, 2023; Cheng *et al.*, 2023). It has the capability to diagnose based on patient symptoms and medical history. ChatGPT can accurately and effectively address the queries of both patients and doctors. It can significantly mitigate the patients' fear by providing them sufficient information on surgery and post-operative preparations (Cox *et al.*, 2023; Xie *et al.*, 2023). Moreover, it works as virtual assistant to physicians and provides lists of potential surgical risks, drug suggestions, and free psychological counselling to patients (Zhang *et al.*, 2023). ChatGPT also aids physicians to evaluate the risk of poor prognosis and issue warnings and intervene at initial stages to prevent the damage and improve health outcomes (Cheng *et al.*, 2023). Moreover, ChatGPT also helps medical students through improving their communication and problem-solving skills along with developing their logical thinking skills in clinical settings. It also has shown its effectiveness in gastroenterology research through identifying

research priorities (Homolak, 2023). It also facilitates public health through increasing daily work efficiency of their staff and policymaking processes due to its prediction-making and data analysis abilities (Zhang *et al.*, 2023).

6. Challenges and Prospects of ChatGPT for Personal Knowledge Management

6.1. Inherent Issue of Reliability and Biasness

Jang *et al.* (2021) devoted prime importance to reliability of natural language models in their endeavors of research and development. Reliability of these language models is central to the precision of generated response that ultimately influences the product impact and acceptance. If the information/data is fallacious, redundant, and titled towards any kind of bias, the resultant output would be lacking credibility. Consequently, the reliability of AI systems is in shambles, thereby losing the trust of its users. The recent escalation in utilization of such a natural language model, ChatGPT, necessitates the accuracy and reliability of generated output. In the case of ChatGPT, it is evident from users' perspective that there were instances of common-sense errors and fabrication of information, that could lead serendipitous yet harmful consequences. Users who lack the ability to distinguish between credible and concocted information are more at risk of believing the misleading output. Hu *et al.* (2023) published some of such instances in his research paper where he presented how ChatGPT gave misleading information when asked about authors and publication dates of some of the articles. This can produce erroneous content and diminish the rigor of academic research if a user solely relies on ChatGPT. As far as bias is concerned, ChatGPT is a reinforced learning system, and is prone to be influenced by training data without recognizing biases in the dataset (Domnich and Anbarjafari, 2021). Instances of biases and unfairness have been reported by users across various countries. Research draws a comparison through publishing a ChatGPT response towards the same question for different countries (Hu. X *et al.*, 2023). A user asked, "why Chinese and American families use a floor cleaning robot". To our amazement, ChatGPT responded as "American use it for saving time and convenience while Chinese use it as a status symbol". This instance shows the clear bias and discrimination against countries, and this can likely increase the race, gender, age, and culture divide.

6.2. Issue of Transparency

Continuous advancement of ChatGPT demands more transparency in its decision-making system to address the user concerns (Felzmann *et al.*, 2020). Transparency is about having

knowledge of the basis and sources of ChatGPT which enables it deliver output and allowing users to verify the accuracy of those outputs. In-spite of ChatGPT swift response generation to prompts across multiple domains, its transparency index is not at par. ChatGPT is seen with suspicion for using personal data to train itself, thereby endangering the privacy of user which too lacks accuracy and transparency of the response generated. The monopoly of a technology giant i.e., Microsoft, over conversational AI and obscure nature of their working mechanism makes it impossible for the outside researchers to evaluate the reliability and validity of the system. Resultantly, there is dearth of transparency while accessing, retrieving, and processing of textual information that lays the basis of AI responses (Van Dis *et al.*, 2023). However, to mitigate the challenge of lack of transparency, AI is required to promote and endorse the development of open-source AI. This way researchers will have undeniable access to its internal mechanism and will forge an inclusive ecosystem for the transparent evolution of AI systems (Van Dis *et al.*, 2023).

6.3. Issue of Justifiability

The proliferation of ChatGPT across numerous domains is an undeniable fact. However, due to its obscure internal mechanism, users and developers refer to it as a "black box" (Meske *et al.*, 2022). Because this makes it difficult for users to understand the process inside AI. Hence, over-reliance on the output generated by ChatGPT is prone to incorrectness. For instance, when ChatGPT is asked to generate content on a particular topic, it could generate erroneous or non-existing scientific work references (Dwivedi *et al.*, 2023) and user doesn't understand the reasoning behind this recommendation and cannot trust fully in the academic/research domain where justifiability is paramount. However, the issue of justifiability can be resolved through mitigation of obscure dependencies between input and output during the process of response generation. Adadi and Berrada (2018) suggested that keeping users at the center and enhancing transparency would allow users to develop better understanding the decision-making of generative AI technologies.

6.4. Issue of Dependency and Over-Reliance

Due to challenges of low transparency, it is disastrous for a knowledge worker to have over-reliance and dependency on ChatGPT. Here, we can quote the example case of Samsung, whose workers inadvertently leaked confidential information to ChatGPT while using it to help them with tasks. Samsung allowed its knowledge workers at its semiconductor arm to use ChatGPT to fix source-code problems with AI writer. To do so, the workers unintentionally entered company's confidential information along with the source-code meant for a new

program. Since ChatGPT retains users' data to train itself, these trade secrets are now in the hands of OpenAI which could be disastrous for the company. In another case, an employee had input meeting notes to ChatGPT to help assist him/her in making presentation. The content of the meeting notes was of secret nature that Samsung would never like to leak to a third party. These are the instances when using ChatGPT for PKM is not always safe (Maddison, 2023). In nutshell, over-reliance, and dependency of knowledge worker to manage his personal knowledge can lead to difficult circumstances as it does not provide information retrieval access hence loss of important information would occur.

7. Conclusion and Future Research Directions

This paper outlines some of the promising prospects of ChatGPT in PKM of individuals across diverse disciplines. It presents that ChatGPT can augment individual KM by enhancing their productivity, learning outcomes, innovation and creativity, skill development, expansive learning, collaborative knowledge construction, synthesizing and creating new information, and acting as an innovator in hybrid teams. However, limitations and challenges that come with the usage of ChatGPT must be considered including its factual inconsistencies, lack of in-depth understanding, safety concerns, inherent biasness of lack of transparency and justifiability. They pose huge concerns among the knowledge workers across all the disciplines, and it affects the ability of a knowledge worker to enhance their own performance and organizational performance overall. To address the issues of transparency, justifiability and biasness, AI needs to develop and promote an opensource AI that can be accessed by the outside researchers to know the working of internal mechanisms of the system. Open AI also needs to diminish the obscure procedure between input and output to bring more transparency. This way individual knowledge worker would gain deeper understanding of the decision-making process at AI when processing the prompts (Adadi and Berrada, 2018).

7.1. Social, Ethical and Practical Implications

Nonetheless, the social and practical implications surrounding the adoption of ChatGPT cannot be ignored and it can be applied in both positive and negative manner as outlined below.

1. ChatGPT boosts employee productivity across diverse professions through task automation that prevents employees from indulging in repetitive tasks and allows them to concentrate on innovative aspect of their work with enhanced accuracy (Wade, 2023; Shrivastava, 2022)
2. It facilitates streamlining information retrieval, enhances accuracy in the financial sector through aiding text-mining and intricate regulatory systems (Pathak, 2023).

3. It enables efficient learning of students and assists academic researchers to design the first draft of their papers (Rowe, 2018).
4. The disruptive effects of ChatGPT are more pronounced in the education sector. It includes challenges of plagiarism, cheating, student assessments and their motivation to learn and write independently (Rospigliosi, 2023)
5. ChatGPT lacks the credibility of co-authorship which may lead to devalued research work (Burger *et al.,* 2023)
6. Growing adoption of ChatGPT may lead to excessive loss of jobs in the areas such as "copywriting, customer service, journalists, transcriptionist and executive assistant" (Dwivedi *et al.*, 2023).
7. ChatGPT's tendency of being misused and abused by nefarious societal actors for spreading misleading information or news (Duan and Edwards, 2019).

7.2. Research Limitations and Future Research Avenues

The application of ChatGPT is not devoid of limitations.

1. ChatGPT has inherent biases such as lack of transparency and justifiability that affects the ability of a knowledge worker which ultimately affects organizational performance.
2. The training data of ChatGPT is not extended beyond year 2021; hence, it lacks the capability of integrating real-time data in its responses.

The following future research avenues have been identified from the gap assessment of previous studies to enrich the research.

1. Conducting empirical research to develop insights on the usage and impact of ChatGPT in PKM.
2. Analyzing the potential of ChatGPT4 and other AI technologies for PKM.
3. Exploring the impact of hybrid approaches on PKM would also be a great contribution to the literature.
4. Examining the role of ChatGPT in managing personal knowledge of employees with disabilities.

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