

## Exploring Dependency and Professional Identity: The Role of Technical Writers in the Age of AI

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*Generative artificial intelligence has had such an impact on us in recent years that it can now be integrated into our occupations. In this research article, we have decided to focus on the role of technical writers and see how generative AI is already impacting them, and what they think about it, particularly for their future in this field. This paper is based on a survey carried out among 30 professionals, including 55% of jobs related to technical writing. The respondents were asked about their knowledge and their use of AI text generators.*

*The results of our research have shown that the majority of technical writers are not worried about their role and are not dependent on generative AI. If they do use it, it is mainly to help themselves, save time, improve and reformulate their content. Generative AI still has a lot to prove, and there are several limitations and constraints.*

*Keywords : generative artificial intelligence, writing, technical writers, AI tools, Role in technical writing, dependance*

### *Acknowledgements*

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## Introduction

As generative artificial intelligence continues to develop at an unprecedented pace, the role of technical writers in shaping and communicating the complex information surrounding AI technologies becomes increasingly crucial. Technical writers play a vital role in bridging the gap between complex technical concepts and the end user, ensuring that information is communicated clearly, accurately, and effectively. In this research article, we will explore the concept of dependency in the context of generative AI and analyze the unique position that technical writers hold in this evolving landscape.

There was a time when human intelligence was the source of all knowledge, experimentation and creativity. When the human mind conceived artificial intelligence, proponents believed that AI would assist humans in completing mundane tasks and would make us more productive, freeing up time for quality pursuits. However, over the recent years, many controversies have changed this perspective and people are much more careful with these new tools. Generative AI can help us rewrite text, check for grammar and also help us come up with new ideas, but it can also spread misinformation by inventing references that do not exist, make up information that comes out of nowhere and also use data that should not be in its possession.

This is why, as technical writers, we must be even more mindful of our uses of generative AI, as we can quickly face the difficulties that come with it. As we tend to use it more often, and as companies try to put a foot forward into the future by incorporating it into our daily work, a lot of questions have risen up and we must think of the future and of the many challenges that the uses of generative AI have put to the forefront.

To get a better understanding of the uses and difficulties that people working in technical communication face when using generative AI in their daily lives, we have asked a panel of different people working in this field what their thoughts on generative AI were, what their uses were, what they felt about it, and what were their predictions for the future.

## Methods

For our research article, a mixed method was adopted, combining both quantitative and qualitative research.

A survey was first developed to collect quantitative data from a large sample of participants - mainly people linked to technical communication. General trends of using generative AI were quantified, and patterns within the studied population were identified through this survey.

On the other hand, individual interviews were conducted to gather qualitative insights. We were able to delve deeper into their thoughts, feelings, and experiences related to our research.

## Survey

The survey aimed to include a wide range of technical communication jobs. It had different types of questions, like open-ended and multiple-choice. Participation was both voluntary and anonymous, so people could answer honestly without any reluctance.

Before drafting the survey, we considered the target audience and the type of information needed. We wanted to understand who the respondents were before exploring their behavior and experiences. The initial questions focused on participants' professions, followed by questions about their knowledge and use of AI tools. We examined the frequency, purposes, satisfaction levels, and future intentions regarding AI tools. Here are the main points covered in the survey:

- Does generative AI influence your writing style?
- What kind of advantages have you noticed when using generative AI tools?
- Are you worried about your job's future, considering the increasing use of AI tools?
- How do you feel when writing content using generative AI tools?
- How do you feel when reading texts written by generative AI tools?

The survey was made in English using Google Forms to make participation easy, reliable, and accessible. Initially, it was shared on LinkedIn to reach a wider audience, and later, it was distributed within our immediate professional circles. This multi-channel approach aimed to gather diverse responses from different age groups and companies.

## Interview

In addition to the surveys, we conducted one-on-one interviews with selected participants to gain a deeper qualitative understanding.

The interview questions were based on the survey but adjusted for more in-depth discussion of specific topics. This allowed us to ask more detailed questions and follow up on interesting points brought up by the interviewees. These interviews added depth and context to the survey data. While the survey provided broad quantitative insights, the interviews offered rich qualitative data, enhancing our overall understanding of the topic. By combining qualitative interviews with quantitative survey data, we were able to determine our findings and provide a more comprehensive view of AI in technical writing.

## Results

### Survey results

First, we asked respondents to provide their job titles, as we wanted to understand how various professionals utilize generative AI, and as result we have received 27 responses which is the maximum. Of the 27 people who responded, around 55% are technical writers. We counted the votes for “Technical writer” but there is also someone who put “Technical writer/ Developer” and it represents 3,7% so we took that into account. In other words, more than half are technical writers, 15 of the 27 respondents. We also have several managers in different sectors.

What is your main role in your company?

27 réponses

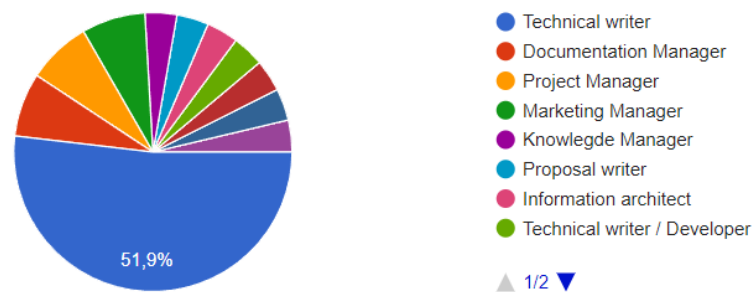


Figure 1: Main role in the company, May 2024

In terms of experience with generative AI, of the 27 respondents, half use or have used generative AI to “generate content” from the context they have, “improve it” or “shorten it”, “generate summary”, “inspire their writing”, “to reformulate”, “correct content”, “translate content”, “to search for definitions”, or “create code”. They mostly use it to generate shorten content or summarize it (see Appendix A).

We then asked questions about the frequency of generative AI use and its impact on technical writers' writing styles. Approximately 51.8% of respondents use generative AI often or occasionally, highlighting a significant usage rate, while 48.1% never use it, indicating a split in its integration into daily practices. Among the 26 respondents, a majority (57.7%) report that generative AI has not influenced their writing style. However, 38.5% mention a slight influence, and a small minority (3.8%) acknowledge a significant impact. This suggests that while generative AI is widely used, its effect on writing style varies among users.

How often do you use generative AI?

27 réponses

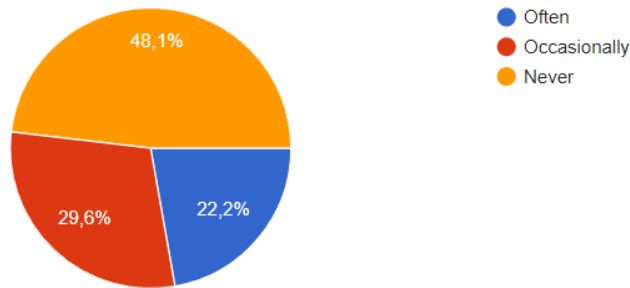


Figure 2: Frequency of generative AI, May 2024

Does generative AI influence your writing style?

26 réponses

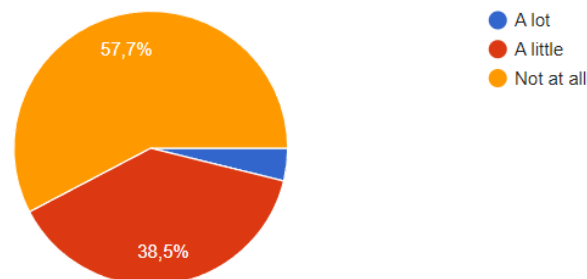


Figure 2.1: Influence of generative AI on writing style, May 2024

Out of 20 respondents, 9 of them don't use AI at all to produce content. While 11 of the respondents use generative AI to more or less write content, mostly to be helped by AI, but they all explain that they don't use generative AI to produce their content entirely. Including 5 people who use ChatGPT, this is the tool used by the majority and other generative AIs like Notion ai, Gemini, Copilote etc. (See Appendix B)

In terms of text correction, out of 21 respondents, 5 use nothing to correct their texts, and 16, use various generative AIs. We have 5 respondents who use ChatGPT and 4 who use Grammarly, these two tools are the most popular/used.

Several respondents indicated not using any tools for text correction or revision. Others highlighted Grammarly as their primary tool, with some using DeepL mainly for translation and proofreading. NotionAI was also mentioned by a few respondents. These results illustrate a diverse range of tools employed for text correction and revision, including popular AI solutions like ChatGPT and Grammarly, as well as specialized tools such as DeepL and Antidote. (See Appendix C)

The majority found these tools very useful (42.9%) or somewhat useful (28.6%), while a smaller group found them not very useful or not useful at all.

How useful are these tools?

21 réponses

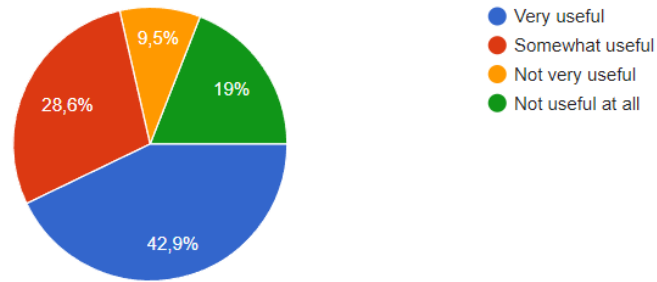


Figure 3: Functional of these tools, May 2024

Frequent correction of AI-generated output indicated that 47.8% of respondents proofread and/or correct AI-generated output all the time, 4.3% often, 4.3% sometimes, 0% rarely, and 43.5% never.

How often do you proof-read and/or correct the output that has been created by the AI tool?

23 réponses

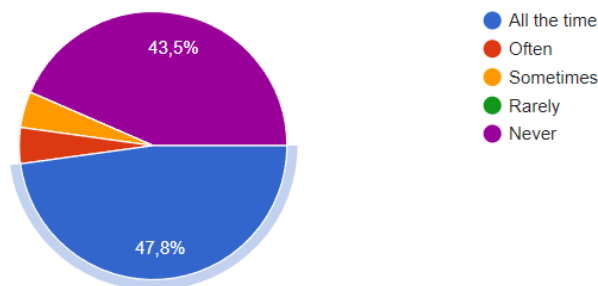


Figure 4: Frequent correction of the output by AI tool, May 2024

We asked about the advantages of generative AI tools, as we wanted to find insights into their value. Among 20 respondents, 70% highlight faster performance as a key advantage of generative AI tools. Other benefits include improved content quality (25%) and fewer errors (15%). Additional advantages noted include sounding more native, testing opportunities, inspiration, and speed if quality is not crucial.



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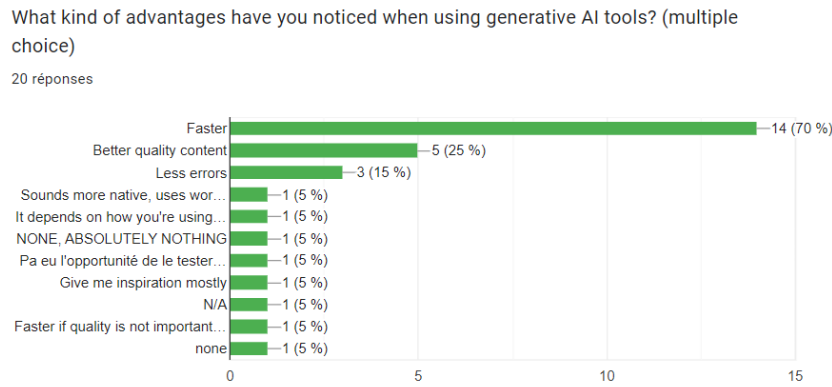


Figure 5: Advantages of generative AI tools, May 2024

Concerns about the future of jobs due to AI are mixed. Many respondents are worried, viewing AI as a helpful tool that still requires human judgment and oversight. However, some expressed concerns about AI replacing certain positions or impacting writing skills. Looking to the future, 44.4% are uncertain about the continued use of generative AI, with 14.8% affirming its use, 7.4% rejecting it, and 33.3% undecided.

Many respondents are not worried about their job's future due to AI, believing it to be a useful tool rather than a replacement. They emphasize that human judgment is still crucial, and that AI tools require human input and oversight. There is also concern about the quality of AI-generated content and its potential impact on writing skills. However, a few respondents express apprehension about the potential for AI to replace certain positions or diminish the value of learning proper writing skills. (See Appendix D)

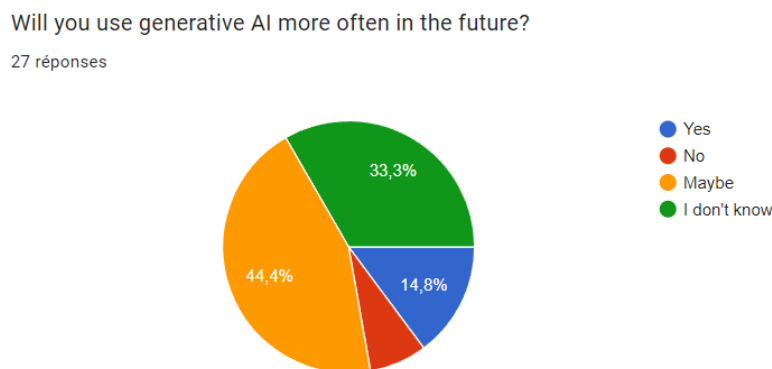


Figure 6: Use of generative AI in the future, May 2024

Feelings about writing and reading AI-generated content varied widely. While some respondents feel proud or satisfied, others feel indifferent, suspicious, or even ashamed. When reading AI-generated content, feelings ranged from satisfaction to suspicion and disappointment, with some respondents finding it obvious or generic.

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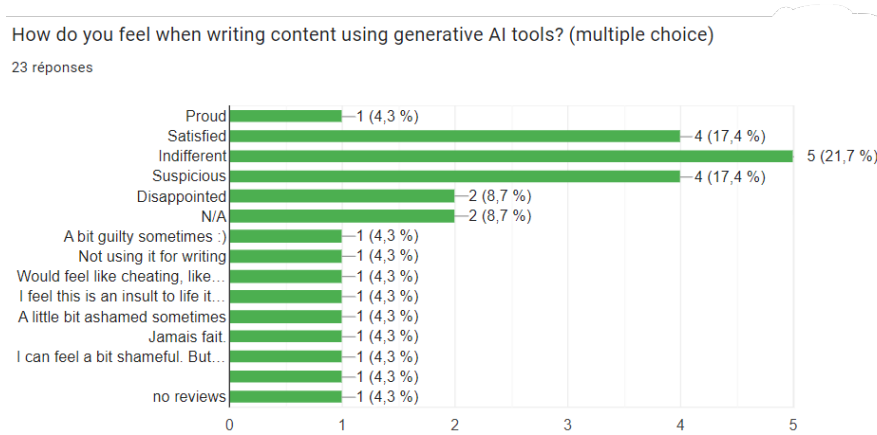


Figure 7.1: Feeling when writing content using generative AI tools, May 2024

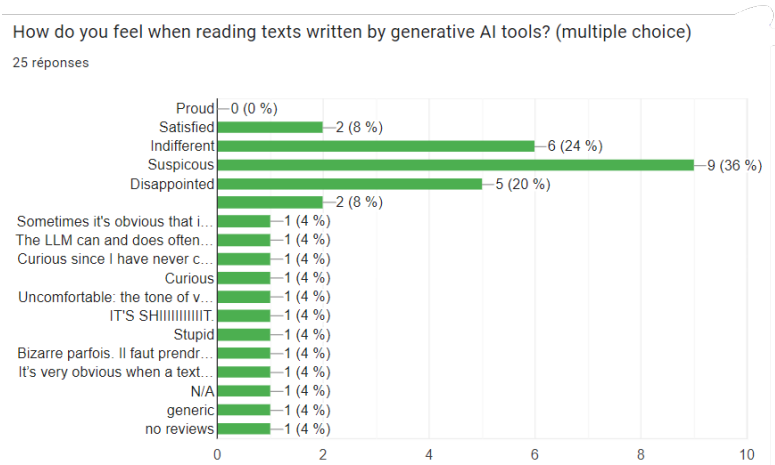


Figure 7.2: Feeling when reading content using generative AI tools, May 2024

## Interview

For the interviews, we asked 3 different people what are their thoughts on generative AI and what are their use of generative AI. Two of the people we interviewed are technical writers. The first one is working for a company writing technical documents for a knowledge base for data analysis and the second one is writing documentation for a company working in data analysis for banks and institutions. The third person we interviewed is a knowledge expert writing documentation for their company's help center.

We first asked them if they used generative AI as part of their job and if so, at which frequency. Two of them told us that they used generative IA all the time, while the other one said that they were working on it as they were not sure if their company was ok with using AI. They also said that they tried to find an AI that worked with the work they have done, but for now, no AI has been effective for them.

We then asked what kind of generative AI they used. All answered that they have used Chat GPT at one point, to help them rewrite sentences or find new ideas, but their use of Chat GPT was more personal and not official, as they

are not comfortable with it, as it has been known to create new and false information. One AI that came up twice in our interviews was Grammarly. It is used to help rewrite sentences and find errors and typos in a text. However, one person pointed out that they are wondering if we could consider Grammarly as being “generative AI” as it does not come up with new things, but rather rewrites pre-existing text. Another AI tool that came up twice in the answers was Notion AI. The AI created by the company Notion. They said that they use it to create and modify sentences and also to find new ideas. Interestingly, one said that they also use an AI created by their company.

The next question was about quality check and the trust that they have in these tools. Most of them said that they all checked the quality and reliability of the content that the AI produces. As previously said, Chat GPT has a tendency of inventing false references and also dated information, which is why human control is required. We then asked if they had ever encountered difficulties when using generative AI, once again the main point of discussion was the trust in the AI: is it always reliable? And should we be careful in what information we populate them with?

When asked if they plan to use generative AI more in the future, they all said that they will certainly use it more as it gets more powerful and more intelligent, but as for now, they are still careful and do not plan on relying on it too much. One said that the reception and discussion on generative AI was all just a fluke, and it would probably wind down in the future.

The next question was about their feelings when reading a text that they have generated with the help of an AI. All of them said that they do not trust the end product entirely and they still want to have control over the whole text. One of them said that they prefer their text to be written entirely by themselves and without the input of some kind of generative AI.

In the same vein as the last question, we asked how they feel when they read a text that they know has been written entirely by an AI. One said that they feel fearful because she is afraid of what their future could be if AI becomes more prevalent in the field of technical writing. However, they know that they have value as a technical writer and that she will still be useful in the near future, so they try to not overthink it. All of them, once again, feel like they cannot put their trust in the text, because they know that it might contain errors, misinformation and bad grammar. One of them said that they did not notice when the text was written or not by an AI, unless it had been specified before.

The last question was about the future of their jobs as AI takes a more important role in all their companies. They all said that for now, they do not feel threatened as generative AI is not powerful enough yet, and that human

control still has a lot of importance in the field of technical writing. Some of them however are worried about the ethical side of using generative AI, as they feel like using it puts some distance between the technical writers and the customers reading their documentation. They also said that they feel like many other jobs are more at risk of being threatened by the rise of generative AI than technical writers.

## Discussion

For our research, we will now focus on the answers from technical writers of the survey and the interviews.

- Are we becoming reliant on AI to generate high-quality content?
- What extent does this reliance alter our contributions as professionals?

### Dependency on generative AI

Dependency in generative AI refers to the reliance that users, in this context, technical writers, have on AI technologies to perform tasks or make decisions. Generative AI is revolutionizing technical writing by automating tedious and repetitive tasks, such as grammar checking, formatting, and generating basic content (Carliner, 2024). This automation has increased efficiency, allowing technical writers to focus on higher-level tasks like researching. However, the usage of generative AI comes at a cost. As we rely more on them, our creativity and critical thinking skills may become dulled, potentially limiting our ability to produce original work.

The responsibilities of technical writers are undergoing significant transformations due to AI integration. While generative AI tools are efficient, they also present challenges. Writers must balance using AI for assistance while maintaining their creativity and expertise (Shan, 2023). The human touch and creative insights that technical writers bring are irreplaceable and crucial for synthesizing complex information into clear, engaging, and informative content suited to specific audiences.

One of the key concerns with generative AI in content creation is the potential loss of authenticity. It can mimic human language patterns and produce coherent sentences, but it lacks the emotional intelligence and personal touch that humans bring. Authenticity is crucial for effective communication, helping to build trust, establish credibility, and engage with audiences on a deeper level. As technical writers, our professional identity is often intertwined with our ability to craft unique and compelling narratives that resonate with readers. Over-reliance on generative AI risks diluting our individual voices and sacrificing our creative autonomy.

From the results of our interviews and survey, we can see that the majority, if not all, of technical writers replied that they did not use generative AI to produce all their content, but that they did not hesitate to use it to improve pieces of content, make summaries, improve their text or help themselves reformulate sentences. Some even explain that they use generative AI to do research (ask for definitions) or to be able to code.

For the most part, they all have this reflex not to validate 100% what generative AI can offer them, as in our interviews where some of them explained to us that they did not trust it at all, despite their very frequent use of the tools, and that it could be a great help in speeding up their work. But generative AI still lacks the legitimacy and development required to deliver 100% high-quality content.

So, we can see that trust is paramount when using generative AI, and until writers are convinced, they will not be able to produce their content entirely with it. We also had feedback from some technical writers who do not like the fact that it is written by a machine at all, preferring it to be done 100% by a human. All our respondents also mentioned that it is easy to recognize when content has been produced using generative AI.

Furthermore, some writers cannot afford to write all or even certain parts of their content using generative AI, since they are working with confidential data that must not be shared. This would have a negative impact on their business, and in this case, it would be necessary to install generative AI directly created and offered by the company itself to avoid sharing data. But then again, it is not a given that the AI will be powerful as soon as it's installed and will enable them to write content from scratch.

### **Ethical challenges**

The rise of generative AI in technical writing also brings ethical challenges. AI-driven documentation must ensure transparency and accuracy, particularly as AI technologies become more advanced. Technical writers must address challenges involving data privacy, intellectual property rights, and misinformation. For example, when AI technologies summarize or generate text, there is a risk of inaccuracies or fabricated content. This emphasizes the necessity for technical writers to verify the accuracy of AI-generated content. Ethical concerns also include legal responsibilities related to AI documentation, which are increasingly significant as regulations evolve across different jurisdictions (Carliner, 2024).

Moreover, the integration of AI raises ethical questions about transparency and accountability. As AI tools become more sophisticated, it can be difficult to discern whether a piece of writing was generated by a human or a machine. This can lead to issues of plagiarism and intellectual property rights. It is essential for technical writers to uphold ethical standards and ensure their work reflects their personal values and professional integrity, even in the face of technological advancements.

In light of these changes, technical writers must adapt and evolve in order to remain relevant and competitive in their field. This may involve acquiring new skills, such as data analysis and machine learning, to better collaborate with AI systems. Technical writers must also continue to own their abilities as communicators and storytellers, as these are skills that generative AI cannot replicate.

As we said earlier, particularly in the section on dependence on generative AI and reliance on it, none of them has a total confidence in generative AI, and as professionals, if they could see when content was written by generative AI, they would not dare offer 100% AI-written content, even if it might be rather good. As one respondent explained to us during our interview, you always check to have quality documentation. All our respondents therefore agree that, for the time being, it is still very easy to see when content has been written by an AI, and that for them it is still not high-quality content, so there is no possibility of offering documentation written entirely by a generative AI.

During our interviews, one respondent also explained that for customers to trust the company, it must be transparent with them, and that documentation must therefore be written by humans.

In other words, when the company writes for customers or users, it must be transparent about the ethical and professional aspects, and they have to write using real people, not generative AI. For our respondent, this is tantamount to being an impostor, if we only use generative AI to produce text.

Nevertheless, the ethical aspect remains a small point of concern, which needs to be taken into consideration, as not everyone is honest

## Conclusion

As we discussed previously, the use of AI is becoming more and more common in companies in all types of fields. Technical writers and everyone involved in the documentation process have to get in line with the arrival of generative AI and have to make sure that they use these new tools with efficiency, while also being careful with it.

Generative AI, while very useful with rewriting, correcting mistakes or even coming up with ideas, is still nowhere near perfection and still has a lot of room to grow. Human control is still mandatory to be able to create good documentation, as for now, generative AI is not able to produce good enough content for the clients.

In the future, we can imagine that generative AI is going to be able to produce good content in a very short amount of time and will perhaps limit the amount of human control that the technical writers have to do in order to validate any kind of documentation. However, we are still far from that future and technical writers are still the most important role when it comes to creating and updating documentation while staying in touch with the needs of the clients.

Technical writers and generative AI can very much work in tandem with each other, but the writers must be aware of the challenges that this work entails: they must know what the limitations are, both in qualitative terms as in ethical ones.



## Appendices

### Appendix A: Briefly describe your experience with generative AI in the context of writing content.

- none
- N/A
- I write marketing content. I find it useful in summarising content, writing out broad drafts, TOCs, presentation outlines, shortening text, and more.
- It helps me overcome writer's block or when I know there is a better/easier way to say something but I can't figure it out right away. It saves time. I rarely use AI suggestions as they are but rephrase them or use the parts that I need.
- I don't write articles anymore so I mainly use it for Slack posts (announcements) or other projects.
- I have used generative AI myself, Chat GPT, Notion AI, Grammarly, to help inspire my writing, to help rephrase, or to get answers about subjects that I was unsure of. In my company we use Notion as our internal Knowledge Base which now has it's own AI which can search the KB and generate an answer. However, this is all with the knowledge that these are only tools and are not likely to be 100% reliable. I have also helped to train an internal LLM with my written content as the source. However, there are many problems as writing for human readers is very different from writing for a bot.
- Using it almost daily to help me understand some error messages when building my doc . We are building doc as code Using Sphinx.
- I also use it to write javascript for web design or understand more easily some technical concepts.
- Finally I use it to write code samples in Pythons to help me build some tutorials.
- Daily I'm also fully in AI coz I document an AI solution. So I'm fulling playing with AI to test and write the doc. Build some RAG applications. I'm on both sides. Building AI app and using them.
- I never use AI for writing content. Only to generate images (midjourney)
- Rephrase sentences to make it shorter or verify misspelling.
- I use generative AI to help me reduce content and improve my writing when I cannot find a way to say things
- I use is from time to time to understand complex concepts or to write simple code that I use to configure my writing tools
- We haven't used it at all yet
- Absolute trash fire, complete garbage
- For now, I primarily use generative AI to assist me in correcting or translating complex texts that I've written, as well as to ask questions about technical matters
- generate a summary, find information, generate content
- I have not yet worked with generative AI.
- I don't really see the point in AI writing text for me. I write minimalist, structured content, so prompting the AI would actually take longer than doing the work myself. On the other hand, it might be useful for editing - things like

checking conformity to style guide or term base. I have briefly tried Oxygen Positron but it's not advanced enough yet to do what I want - and we don't really have a budget for AI tools.

- Un assistant virtuel a été créé par la R&D pour les besoins du support. Je l'utilise de temps en temps pour chercher des définitions.
- At work, we use AI to “crawl” our knowledge base and provide internal users with responses to their questions based on our articles.
- Otherwise, I use AI to summarize articles
- I am working on a tool that is connected to my enterprise datas to produced contents from their context. They want slides, videos, podcast, etc.
- I use AI quite often in my work, to write code or to help me write e-mails
- never used it
- None in this company. I've tested a bit in previous jobs with unsatisfactory results : wrong informations, lack of originality. It could however be useful when a lack of inspiration occured to have something to start with.
- compile quickly technical information, like wiring size following norms, etc
- not used

### **Appendix B: What kind of tools or technologies do you use for automatic content generation? (If you let AI write your texts entirely.)**

- none
- ChatGPT, AISEO, keymate, Gemini, CoPilot
- Chat GPT and Notion AI
- I very rarely use AI to generate content, unless I'm really struggling to word something correctly in which case I use a model's response as inspiration.
- Not using it to write the doc . For writing I will use it only to check that a sentence is clear as English is not my native language
- None
- None.
- ChatGPT
- I do not let AI write my texts entirely.
- None. Automation can be useful, but automation is different because I can get a RELIABLE result each and every time. Not some techbro scam to attract investors. This shit is not even capable of producing quality simple HTML5/CSS pages and you'd want me to trust it for technical documentation? ARE YOU OUT OF YOUR MIND???
- chatgpt, perplexity, gemini...
- Aucun ; par contre, je souhaiterais qu'on m'apprenne à faire comment pour l'utiliser dans ma vie professionnelle.
- I don't use AI for content generation
- ChatGPT mostly. But I never use it to write my entire thing, just some very precise parts where I need help
- N/A
- i don't use any

- my company doesn't allow ai writing, but i use hyperwrite plugin for chrome (on Brave browser)

### **Appendix C: What kind of tools or technologies do you use to correct or revise your text? (If you have produced a text and you ask AI to complete, improve or shorten it.)**

- none
- ChatGPT
- NotionAI and Grammarly. ChatGPT rarely but on occasion.
- Grammarly
- Grammarly is my favorite text corrector.
- Just ChatGPT or deepL to check som3 sentences but it's rare. My colleagues are American so they will fix any weird sentences during peer review.
- DeepL for translation then we review and proofread the translation.
- Antidote
- NotionAI
- Basic text editor and existing products that allow for dictionary-based editing. There's quite the preoccupation for confidentiality and privacy. I work for a ~50 billion revenue/year company, do you think we can allow anything to just collect sensitive information that goes god knows where in a server hosted by god knows who????
- ChatGPT. DeepL
- Oxygen Positron (briefly tried)
- L'oeil humain de l'editor !
- Grammarly
- ChatGPT
- noneN/A
- i don't use any
- hyperwrite, and LanguageTool (in french only)

### **Appendix D: What kind of tools or technologies do you use to correct or revise your text? (If you have produced a text and you ask AI to complete, improve or shorten it.)**

- No
- yes
- no
- I'm not worried. I think AI is a great tool that technical writers should learn to use but it won't replace our jobs in the near future. You need a human mind to give instructions and think about what parts of a procedure can be tricky.
- No because there's still the part of understanding how the tool works
- Not really
- No. I embrace it but again I'm using it for coding more than writing.
- Yes

- I don't as I use it as a tool. The content of my writhing is too specific to be fully controlled by a AI.
- No, some AI already exist to generate technical writing content but they are not good and sometimes give false information
- No. We are the ones who feed the large language models with brand new content and we need many skills that require good human judgment to do good work in our field.
- No, you still need people to phrase, collect, and structure the material that you feed into the AI tool, and these tasks happen to be integral parts of the tasks of a technical writer anyway. So it's more of an evolution of the job than straight up being replaced.
- Even prompt engineering is a form a technical writing / UX writing.
- You'd think I'd be worried given my opinions right? HAHAHA NOPE. Go on, replace my ass with AI, they'll be BEGGING us to come back in 6 months, because the type of documentation we do could lead to mistakes that cost the company several millions of \$ every goddamn day. So I say: TRY REPLACING US, GOOD LUCK
- Not really for now
- The documentation will never be as good as the one produced by a human being, for now.
- Personnally, I am not worried, because most of my job is based on human interactions and critical thinking. But I can see how certain tech writer positions might be replaced by AI more easily, for example in the software industry. What I am worried about is that people might lose interest in learning how to write properly if they always have this AI "crutch" to help them, and that language skills might be less valued as a consequence.
- Non. L'IA est une aide car permet un gain de vitesse dans le travail laissant la place à d'autres tâches. Plutôt encourageant.
- No
- NO
- slightly
- not really, the job might be reshaped but a human touch will still be needed
- I'm worried about my job's present. I think that in the future companies will see the limits on AI and will recognize human qualities again.
- yes and no

## Appendix D: Interviews

### First interview

#### 1. What is your main role in your company?

I am a technical writer at Dataiku. We create solutions for data analysis for big companies. We also do machine learning to classify documents based on different criterias. We also do LLM for chatbots. We are a team of 5 writers. We do not do reference documentation but rather a knowledge base and academic one for elearning. We do everything in English because we are based in the US.

**2. How frequently do you use AI?**

All the time.

**3. What types of tools or technologies do you use? How and when do you use them?**

We use the company's tool, Dataiku. Sometimes Chat GPT to ask questions and help us create new tutorials. I use the free version as a writer. I also use other tools to test our products with. Hugging face too. We do not have the right to give our data to Chat GPT but because our documentation is public, I can give it to Chat GPT to give me new ideas and suggestions.

**4. What is your role in validating/verifying the quality of the data used by AI systems?**

When I use it for myself, I do not verify things because I have no means to do it on Chat GPT, it is not "rag". When we add new data from the company, it allows us to get better content: we ask the source of the document that it used to give us the solution. All good chatbots use rag. Personally, I do not verify everything because I only use it to test it with the products.

**5. Do you encounter any challenges when working with AI technologies? What are the main challenges you face?**

I do not ask Chat GPT if the answers are accurate. I studied languages and not engineering so when you are in a company that is very technical, you just hope that Chat GPT is not saying wrong stuff especially because you cannot see the sources of the claims it makes. I then go on Google to read articles written by professionals to make sure it is correct.

**6. Do you plan to use generative AI more regularly in the future?**

Maybe new generative AIs or machine learning AIs.

**7. How do you feel when you produce texts that are mainly generated by generative AI?**

I do not trust them at all. I like to verify everything myself, but it helps me do things faster. I rarely use it to write articles, but I do use it to rephrase sentences. I do not blindly trust it.

**8. How do you feel when you read texts produced mainly by generative AI?**

I have a small fear of losing my job, it was already the case when I was a translator. I think that as long as it is something in a technical field, AIs lose their efficiency, so for the moment I do not feel at risk, I know that I am still useful. It helps me in my daily work and allows me to learn more. Sometimes I do not even know if a text has been written entirely by an AI or not.

**9. Given the growing capability of AI tools, how concerned are you about your future?**

At first I was, given the fact that Chat GPT had just been released. I think some areas of work are more at risk, like customer service or translation.

## Second interview

### 1. What is your main role in your company?

I work for Opensee, a french startup company in data analysis for banks and institutions. It is mostly about finance and big data. I am the first and only technical writer there. Before I came here, documentation was written by developers who wrote documentation when they had time until the need for stable and up to standards documentation was a thing.

### 2. How frequently do you use AI?

We are working on how to integrate AI into the company.

### 3. What types of tools or technologies do you use? How and when do you use them?

We use Grammarly, if you can consider it as being AI. I do not use generative AI. Slack has some sort of AI. Notion AI is also quite good, it is better than Chat GPT because sometimes it comes up with false information when Notion AI gives you the references of what it says. I also used LLM AIs with an intern, but it was hard cause the intern only stayed for 6 months. For the moment I do not use AI too often because we have not found the one for us. For me personally, I use Chat GPT sometimes to ask questions, get some information and for coding. For my documentation, I do not use it because I find it to be dishonest and I want to protect my data.

### 4. What is your role in validating/verifying the quality of the data used by AI systems?

I always verify that the text is good quality and that it is clear and well-written and also that everything it says is true.

### 5. Do you encounter any challenges when working with AI technologies? What are the main challenges you face?

Very often yes. It is always about whether I can trust it or not.

### 6. Do you plan to use generative AI more regularly in the future?

I think that right now it is mostly a fluke and that it will eventually make its way into my company. I think I am going to use it, but not too much, it is not interesting enough for me for now.

### 7. How do you feel when you produce texts that are mainly generated by generative AI?

I prefer when things are written entirely by myself.

### 8. How do you feel when you read texts produced mainly by generative AI?

My first reaction is to not trust it. I think it has not developed enough for it to be interesting and legitimate.

### 9. Given the growing capability of AI tools, how concerned are you about your future?

### Third interview

**1. What is your main role in your company?**

My main role in the company is Knowledge expert, I write articles for our help center and I'm part of the Knowledge team. There are 5 people.

**2. How frequently do you use AI?**

I use it all the time.

**3. What types of tools or technologies do you use? How and when do you use them?**

The types of tools I use are mainly Notion AI, when I need to reformulate my sentences or make them shorter and more concise. In our team, we have to write articles for our customers, making them as easy to understand as possible. I also use Chat GPT - we don't have any data to hide or anything, so the free version of chat gpt does the same thing as the notion of simplifying content. I also use Grammarly to correct the sentences we write, but sometimes for reformulation, it automatically suggests sentences on our writing software/application that may be better than what we had written.

**4. What is your role in validating/verifying the quality of the data used by AI systems?**

I generally look out for words that may differ from those we use in our help center, so I check that, and also whether the way the sentence is worded means what I want it to mean. In general, I have the information and I know how to say it, so checking isn't too difficult. Especially since I'm changing a few sentences using AI and not the whole article. And I always check what the AI writes.

**5. Do you plan to use generative AI more regularly in the future?**

Well, I think I'll continue to use AI as I already do, but I may use it even more if it becomes even more powerful.

**6. How do you feel when you produce texts that are mainly generated by generative AI?**

As I said before, I mainly use it to change words or reduce the length of my sentences, so I don't produce entirely thanks to AI.

**7. How do you feel when you read texts produced mainly by generative AI?**

You can feel it very often when it's written with AI, because the sentences often have a few language flaws or are just not good. I worry about the authenticity of the content, so I don't trust it too much. It could become a problem later on if we can't distinguish between texts produced by AI.

**8. Given the growing capability of AI tools, how concerned are you about your future?**

For the time being, I'm not at all worried about jobs such as technical writing. As I'm a knowledge expert, I feel that we'll always be needed for the knowledge that AI can't necessarily have, but above all on the reflection aspect, we write for customers who use our product, and to project ourselves, we think about the potential questions they

might have, and either we integrate them or we go and find the information ourselves, which AI can't do. For the moment, on the ethical side, as I said earlier, it's fairly easy to recognize content written with AI, so I don't think anyone will dare propose documentation written 100% by an AI.

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## **About the authors**

Carine, Zahra, and Geoffrey are three students in apprenticeship working for companies in different work areas. They are currently finishing their Master's degree in Multilingual Technical Communication at the University of Paris Cité.