

The following tables provide an overview of the statements on gains (Table 1) and losses (Table 2) of AI collected in our pilot study (N=32). The statements are sorted by categories (column 1), along with the participant number (P #, column 2) and statement number (S #, column 3).

Table 1: Gains of AI

Categories and related statements	P #	S #
TIME SAVINGS		
Time savings: Example 1: Fast and usually appropriate/accurate help with technical problems without having to search through various online forums first; Example 2: More efficient understanding of scientific literature through targeted explanations and summaries.	26	1
More efficient work, no need for lengthy research, quick solutions	2	18
Time savings, use of navigation systems, voice function instead of typing	2	21
Time savings -> by using AI in my private life and studies, I save time above all. Even without AI, I would achieve my goal, but with it, I take a shortcut.	3	23
Time savings through automated processes	4	29
Increased efficiency through time savings	5	34
Through general automation, faster searches, reduction of workload	5	35
Huge Time savings (e.g., when summarizing)	6	40
Searches are faster, information is found more quickly and you can ask questions without having to click through lots of pages. Individual questions are answered specifically.	8	47
Quick help with problems where you would otherwise have to search support pages forever or call/write to support (and then perhaps be put on hold forever)	8	48
Quick recipes without a long search, the opportunity to ask questions, get a more detailed explanation of a step or address very individual needs (e.g., allergies, etc.)	8	49
Time can be used more effectively.	8	52
Using AI usually means significant time savings.	7	53
More efficient/faster job applications.	10	57
Time savings, avoiding reading texts that do not contain what you want to know	10	61
Faster processing speed, no need to enter your data 20 times	10	62
Quick problem solving -> Time saving	11	68
Automation of simple tasks -> more efficient work	11	69
Quick and accurate answers without having to search for a long time or click through many websites to gather the best information yourself. Also, particularly suitable for complex questions where you don't really know how to research them yourself.	12	76
Simplifications and faster results than if you search yourself or read through all the reviews.	13	81
Quick responses from AI - saves time instead of searching online for the right websites.	13	83
I see the main benefit of AI in its efficiency and the time it saves. AI offers quick help and the barrier to use it is very low. AI is easy to use and available at any time.	14	85
Time and cost savings	15	95
Increased efficiency	17	110
Time-saving -> faster answers to questions	17	112
Suggesting personalized content saves time spent searching for interesting content	18	115

Categories and related statements	P #	S #
Example: AI chatbot in an online shop: Quick answers to questions and problems: you don't have to wait for customer service to reply to an email, or you don't have to laboriously enquire yourself.	18	116
Above all, you can save time by quickly asking AI questions in everyday life. It gives you a versatile answer right away.	19	118
Time savings/increased efficiency	20	121
It can also make the work itself easier or faster. For example, personalised R codes or Excel commands can be generated much more easily by AI, especially if you are not experienced in using them. This saves time that can be used for other tasks (or can also lead to more free time in everyday life).	21	125
Efficiency (makes everyday life easier)	23	132
Time savings (complete tasks faster with the help of AI)	23	133
Quick information retrieval	24	140
Efficiency – the solution to a problem is presented very quickly, allowing one to continue working without major interruptions.	27	152
AI in driving offers the advantage of preventing accidents and increasing safety on the roads.	29	158
Fast information transfer: no lengthy research necessary	30	164
Quick and clear answers to questions: time savings and efficiency	31	168
Time savings: for certain topics, you can see everything at a glance and don't have to search for everything separately, giving you time for "more important" things	32	171
SUPPORT OF DECISION MAKING AND STRUCTURING INFORMATION		
Support with organisation and decision-making in everyday life.	26	3
I also like to use AI to provide me with overviews, e.g. of legal frameworks or existing psychological evidence on a topic. AI helps me to act in a more targeted manner in certain domains and, in some cases, reliably replaces the need to acquire declarative knowledge, allowing me to cultivate procedural knowledge more intensively. I probably rarely save time through AI and tend to do things more accurately and purposefully.	1	16
Support in decision-making through individual recommendations	4	31
Practical for bringing structure when you don't know where to start ("Let's draw up a battle plan together")	6	44
More complex AI models can make an important contribution to decision-making in companies.	7	55
Sorting through a wide range of offers (holiday planning, shopping): better overview	10	60
Ask for advice/assessment	24	141
Simplify processes	24	145
For about two years, I have been working as a student trainee for an independent executive coach. We also use AI here. On the one hand, for marketing purposes, for example when content for LinkedIn posts needs to be generated and the perfect time for posting needs to be determined. On the other hand, my boss is also using AI more and more frequently to prepare for her coaching sessions. Here, she provides anonymised input on the coachees' situations. The AI then generates suggestions for how to structure the session. AI certainly cannot replace professional coaching, but it can support the coach in selecting the most suitable coaching methods and tools from a wide range of options in order to provide the coachee with the best possible help.	29	163
Faster decision-making	30	167
Simple and well-structured presentation of information, simple language (at the latest when asked for it), presentation with sub-points, appropriate emojis and often even some context	31	170
TEXT IMPROVEMENTS		
Linguistic improvements, Revision of texts in terms of style, comprehensibility and expression, Grammar and spelling check	26	4
Linguistic revision works very well	6	45
More targeted training, knowledge of vital signs, examination of physical health and intervention options (quantified self)	10	58
help with wording	11	71

Categories and related statements	P #	S #
Quick text editing, less effort on your part.	13	84
Formulation aids, especially for professional texts (e.g. emails in everyday working life)	15	99
AI chatbots are often used to check texts for errors and formulate them more precisely.	22	127
In addition, AI can support certain aspects of environmental protection, as it	29	159
LEARNING AND GAINING UNDERSTANDING IN NEW DOMAINS		
I also see benefits from AI in my private life. For example, I benefit from a better understanding of metabolic processes.	1	15
Understanding of things that are not normally within one's own knowledge horizon, Simplifies many things and offers understandable explanations, thereby increasing motivation to deal with certain things (e.g. health)	2	22
Support in knowledge acquisition	4	32
Handy for getting an overview of a topic you're not familiar with yet	6	43
Offers a lot of support for tasks such as coding.	7	56
Chat Gpt can give me lots of ideas about what questions I might be asked in a job interview (based on the job advertisement) and I can prepare myself better.	10	67
help in understanding complex issues	11	70
Otherwise, AI is particularly helpful in summarising information and generating queries for learning. AI can process texts quickly and in a highly variable manner and suggest different wording options. In addition, AI responses can be specifically adapted and refined through repeated prompts.	14	89
Basically, AI makes it possible to quickly and easily build up a basic knowledge of a topic. AI can help as a starting point for research and in identifying further sources. And it does so immediately, free of charge and at any time. AI gives everyone the opportunity to quickly access information and acquire knowledge even more easily, without time-consuming research.	14	93
Support with Excel and PowerPoint	15	100
Chat GPT is highly adaptable and can generate different types of answers (e.g. you can create multiple-choice questions on specific topics)	15	101
AI can summarise your own notes and rewrite them in a clear format, making learning easier.	22	126
Access to knowledge and information (ChatGPT)	23	134
Promotion of digital literacy	23	137
Promotion of new technologies (how to use AI)	23	138
Promotion of self-determination (you can learn what you want, when you want)	23	139
Enables you to work with unfamiliar programmes (e.g. if you are not particularly familiar with Excel).	27	154
has functions such as improving driving style to reduce fuel consumption.	29	160
PERSONALIZED RECOMMENDATIONS		
Creation of individual nutrition, meal and shopping plans, as well as training plans if necessary.	26	2
Recipes can be personalised and different recipes can be combined	10	59
You can find the films you are interested in more quickly	10	64
I am shown lots of images/videos that interest me.	10	66
In my opinion, the main advantages of AI lie primarily in its personalisability and adaptability	14	94
Very specific answers related to the topic/question through specific prompts	15	96
Suggestions tailored to the interests/preferences of users through analysis of input (e.g. suggestions for online shopping or streaming services)	15	97
Personalization and improved user experience through customised filtering of information.	22	130
Personalised advertising	30	166

Categories and related statements	P #	S #
LOW-THRESHOLD POINT OF CONTACT		
Constant availability, AI is available around the clock and can be used anywhere there is internet access	26	5
Low-threshold "contact person", assistance in all areas and seemingly every situation in life	2	19
24/7 support for customers available even outside regular opening hours and without waiting times -> immediate answers and solutions.	12	77
I can also ask AI any question that I might not dare to ask anyone else. What's more, I always get an answer. Even if I don't know exactly how to phrase a question, AI can often understand roughly what it's about with just a few keywords.	14	86
AI also often provides me with a starting point or approach, especially for challenging or overwhelming tasks. Just having the option to use AI, even if I don't end up using it, often reassures me. This makes me feel a little less overwhelmed and often allows me to obtain valuable information and assistance.	14	87
Sometimes it also helps me to simply "talk" to AI about certain ideas. In this case, the specific answer from AI is less important to me; simply "telling" my idea helps me to gain clarity.	14	88
AI is knowledgeable in all areas of everyday life (no matter what question I have, AI gives me the answer)	23	136
Discuss a topic	24	142
New perspectives	24	143
Positive mood/motivation through friendly feedback and confirmation – especially since emojis were introduced, interacting with ChatGPT has been very enjoyable because it responds very kindly to thanks (and adds nice touches such as: "I wish you continued success with your presentation! (rocket emoji)")	27	150
Chatbots: In my opinion, the biggest advantage of chatbots is that they are available around the clock. This means that fewer or no staff have to work at inconvenient times. They save resources such as money and time. Chatbots can answer some queries directly, giving human staff more capacity for more complex queries. Chatbots usually respond immediately and are therefore significantly faster than humans.	28	156
Get an immediate answer to any type of question	32	172
OVERCOMING LANGUAGE BARRIERS		
Intercultural communication: Breaking down language barriers through accurate translations and culturally appropriate wording	26	11
International accessibility and communication through faster language learning	5	39
Good output, e.g. when translating into other languages, specifying the desired style	6	41
Automatic translations and text-to-speech are great when they work well. Reduces barriers.	8	50
In addition, AI can handle many languages, which also presents a great opportunity in language learning.	14	91
Learn languages	24	144
Language skills. As a non-native speaker, ChatGPT and DeepL have enabled me to learn a great deal and receive quick feedback. I have learned new words, expanded my vocabulary and improved my grammar. AI also helps me to feel much more confident in my work and at university, as it enables me to improve the linguistic quality of my texts.	28	155
INSPIRATION		
Good for brainstorming, e.g. recipe ideas, travel inspiration	6	42
Particularly helpful for brainstorming and idea generation.	7	54
Illustrative examples and ideas	15	98
Inspiration as a basis for critical reflection -> input that offers plenty of opportunity for personal Inspiration and associations	17	113
Example: Ask Chat-GPT about leisure activities in Munich. Provides results that you wouldn't have come up with yourself so quickly and gives you new ideas.	18	117
AI can be a source of ideas that a person can then implement and develop further. For example, AI can help you find topics for essays, which you can take and explore in more depth.	19	120
Support and inspiration in the creative field: simple, easy-to-use way to get creative ideas	22	131
Generate ideas	24	146

Categories and related statements	P #	S #
Gather inspiration	24	147
Expansion of one's own thinking – one's own work can be continued or stimulated by suggestions or ideas.	27	151
Creative: promotes ideas -> brainstorming	30	165
CONTENT CREATION FOR EVERYONE		
Fast content generation, if possible perfectly tailored to your own ideas (e.g. generating an image of a specific situation, generating art or writing a story). Even without use in social media, helpful for hobbies, etc.	8	51
Anyone can easily produce additional content.	12	72
Greater creativity possible when generating content without having to spend a lot of resources -> you probably only need yourself and a computer programme, but no sound studio, cameras, etc.	12	74
Image generation is also a major advantage of AI. Graphics that are at least reasonably suitable can be generated quickly. This creates new possibilities for graphic design and creativity. Without equipment and with relative ease, anyone, even without training, can use AI to create reasonably good "art". For example, images, music, song lyrics, poems, etc.	14	92
AI-generated images or videos lower the barrier to entry for content creation, allowing everyone's creative abilities to shine. New forms of entertainment such as drone light shows offer novel visual experiences and can partially replace fireworks, which is more environmentally friendly for air quality.	16	107
IMPROVED UX		
Increased user-friendliness through personalisation	5	37
ADVANCES IN SCIENCE / SOCIETAL GOALS		
Medicine: Support with the initial assessment of symptoms and possible causes	26	6
Medicine: Potential for early detection of diseases through data analysis	26	7
Medicine: Long-term use in the development of new drugs and therapies	26	8
Research and science: Analysis of large amounts of data in a short time; Recognition of complex patterns, correlations and trends	26	10
Society and security: Use in crime prevention and investigation through pattern recognition and predictive models	26	12
The benefits of AI are immense in my work (faster images with less susceptibility to artefacts).	1	14
AI can sometimes make better decisions: use of AI in medicine, e.g. to detect tumours at an early stage.	3	26
Early problem detection through analysis programmes	5	38
More efficient and safer planning of car journeys. Any early warning promotes safety. Optimised traffic flows when cars are successfully redirected via navigation applications.	12	79
Support with the analysis of imaging procedures, e.g. skin screening, MRI and CT images using AI	15	102
Increasing the efficiency of mobility and transport.	16	104
Banking robots increase service efficiency, and mobile payments combined with biometric recognition make transactions faster and increase payment security.	16	106
Supporting health management: Helps individuals monitor and manage health data in real time and provides personalised health recommendations.	16	108
Compensating for human "weaknesses", e.g. diagnosis in the medical field, e.g. non-stop work	17	114
Pattern recognition in large amounts of data (e.g. early detection of skin cancer)	20	122
Driving	28	157
AI is also being used more and more in medical fields and can definitely help people stay healthy. For example, I saw an article a while back that talked about how AI is being used to help with skin screening, which can catch complications and dangerous diseases early on – even before they can be spotted by doctors.	29	161

Categories and related statements	P #	S #
AI IN PROFESSIONAL SOCIAL ROLES		
Education: Individual learning support and support for teachers	26	13
AI in the psychosocial field: AI can, for example, offer initial emotional support to affected people as a bridge to therapy.	3	27
Thanks to the language functions of AI, it can also be used in education to provide tutoring, discuss homework, etc.	3	28
Another advantage of AI may well lie in the field of education. AI can create tailor-made, individualised knowledge queries and provide answers that are variably adapted to the user.	14	90
Flexible and efficient educational support breaks down temporal and spatial barriers, expands the reach of education, and new teaching models meet diverse learning needs.	16	109
ACCESSIBILITY		
Accessibility and support for people with disabilities	26	9
Easy access for many people	4	33
Ensures accessibility for people with disabilities.	4	80
Barrier-free access to information -> ease of use	17	111
COMFORT		
AI can relieve people of work that is tedious and exhausting. As a result, we will no longer have to do certain things ourselves in the future, but can simply hand them over. A trivial example of this is the robot vacuum cleaner.	3	24
Convenience	4	30
Reduction of employee workload (in the broadest sense, prevention of work-related illnesses)	5	36
Significant relief from routine tasks	6	46
Use of AI in work areas that could be dangerous for humans	15	103
Smart home appliances increase everyday comfort.	16	105
I see the advantages of AI primarily in making everyday life easier. As already described, the alarm clock can be set simply by giving a spoken "command", or the weather forecast for the day can be queried by simply asking a question in the room. Both examples show that the "old" way would not have been much more complicated – nevertheless, it represents an additional simplification.	21	123
I give private lessons on the side, and when preparing for a topic, an AI assistant was able to not only explain the topic to me, but also generate suitable exercises.	22	128
Taking over repetitive tasks -> more efficient work.	22	129
Makes everyday life easier (smart homes, satnav)	23	135
Simplify everyday tasks because you can acquire knowledge very quickly and in a very targeted manner	24	148
AI is also useful for taking on monotonous tasks that are boring on the one hand and, on the other hand, are more prone to errors due to attention issues.	29	162
Delegation of trivial tasks to prioritise more complex tasks, simple and quick spelling checks, answering questions without lengthy searches	31	169
Takes a lot of work off your hands	32	173
CONTROL		
Feeling of location-independent control, control doorbells/roller shutters/etc. via smartphone	2	20
Enables (at least a feeling of) independence, as you can help yourself quickly and easily when you get stuck. This is particularly nice as an intern/working student, because you don't have to constantly ask about little things.	27	153

Categories and related statements	P #	S #
REFLECTIONS ON THE ROLE OF HUMANS		
Another advantage of using AI that comes to mind is the examination of what distinguishes and sets humans apart from AI. If I did not use AI, it would be more difficult for me to imagine what the future with AI might look like and what the meaningful role of humans could be in it.	1	17
ECONOMIC BENEFITS / COST SAVINGS		
The use of AI in the economy: AI can work continuously and has no needs. Using it in industry, for example, reduces costs and increases efficiency. Production no longer needs to be relocated abroad, as production costs would also be low in the UK.	3	25
Easier/more efficient for health insurance companies/banks etc. to automatically clarify general/recurring questions (saving on labour)	10	65
Cost reduction for the respective companies, as most customer support is handled via an automated interface.	12	78
Staff savings: particularly advantageous for telephone customer services, as resources can be saved.	13	82
In a business context, AI can also save time and staff (and thus also a company's financial resources) by taking over various decision-making processes.	19	119
I see another advantage for companies in the savings in personnel and the associated cost savings. Based on my previous example (health insurance chatbots), simple questions can be answered quickly by chatbots (which also makes life easier for customers, as they don't have to wait in telephone queues) and fewer customer service representatives are needed. This takeover of work activities can certainly be observed in many areas and activities.	21	124
Despite our difficulties, it is clear that such digital ordering systems also offer advantages. For restaurant staff, the process is much more efficient because orders are transmitted digitally, resulting in fewer errors. This saves time and avoids misunderstandings regarding special requests or payments. The system can also be practical for guests who are familiar with technology: they can order at their leisure without having to wait for the waiter, and the food is automatically linked to the correct bill. In addition, all orders are stored centrally, which enables the restaurant to improve its organisation and evaluation. Another advantage is that the automation of ordering and payment processes reduces the number of staff required, which means that the restaurant can save costs in the long term. Overall, the background process is optimised, even if some guests still need to get used to it.	25	149
SOCIAL NEEDS		
Communication with AI, lonely people may not feel so alone	10	63
NEW FORMS OF ART		
New forms of storytelling and entertainment on social media and TikTok.	12	73
Potential for rapid dissemination and potential to go viral when completely new "realities" are created -> completely new types of comedy, satire and art.	12	75

Table 2: Losses of AI

Categories and related statements	P #	S #
LOSING SKILLS		
Decreasing frustration tolerance, as one becomes accustomed to being offered quick and easy solutions to problems	2	21
Less personal effort and development of one's own cognitive abilities to think things through and understand them	2	22
Risk of forgetting certain activities by handing them over to AI: e.g. writing texts or generating ideas	3	26
People think less for themselves and forget to reflect	4	34
Loss of the ability to learn skills independently.	5	40
Loss of creativity, independent knowledge acquisition and memory skills	5	41
Increasing loss of "cognitive flexibility"	6	47
Declining patience in thought processes ("I'll quickly ask the AI instead of brainstorming myself") resulting in a decline in society's innovative strength	6	49
The ability to obtain information independently and question it critically	7	55
Change in mentality: Why do it yourself when AI can do it? Why think for yourself when AI is so convincing?	8	65
Change in mentality: Why be creative when AI can do it "better", "more beautifully" or at least cheaper and faster? Does it demotivate those who are creative themselves? (To be fair: Does it motivate those who previously couldn't produce an image or text to now prefer to engage with it?)	8	67
Creativity/writing is handed over to AI, analytical skills and good expression get lost	10	78
Overtracking of health values, ability to rely on one's own body awareness is lost	10	79
You become lazy and no longer read on your own, your analytical skills decline	10	81
Basic skills are practiced less when AI takes over	11	87
People usually stop their own research at a certain point and trust the accuracy of the information -> relevant websites are not even visited, which can have a negative impact on website operators. This can lead to a loss of one's own research and information verification skills -> people no longer think "independently" and link different pieces of information together, but instead the AI takes over.	12	97
Dependence on the system and possibility of technical errors -> loss of one's own ability to navigate or hear and understand traffic reports on the radio, etc.	12	100
You become lazier and more comfortable when you can control everything without much movement via apps, voice or remote controls.	12	103
Less initiative -> laziness	13	106
the ability to obtain information in the "normal" way (there will be a heavy reliance on AI)	13	107
the ability to formulate sentences and pay attention to spelling/grammar	13	108
The risks of AI lie primarily in the temptation to hand everything over to AI. Even the simplest messages can be formulated with AI. However, delegating all tasks to AI can lead to people forgetting how to do these tasks themselves, or not learning how to do them in the first place. This could result in the loss of important skills. In a way, this also makes us increasingly dependent on AI.	14	109
I have noticed that I have been using AI more and more because the barrier to use is so low. At some point, this increasingly took away my motivation to do things myself. I also feel less proud when I have done something with AI. When I receive positive feedback for a task in which I have used a lot of AI, it feels wrong and undeserved.	14	110
Independent thinking becomes less common; cognitive laziness	15	116
Sense of responsibility is lost as more and more tasks are handed over to AI	15	122
Intrinsic motivation to learn is lost	15	123
Creativity / independent innovative thinking may be reduced, as you can ask AI for suggestions	18	142
Reduced problem-solving ability, as AI quickly provides solutions, even for "simple" everyday problems.	18	144
People are increasingly abandoning their thought processes – they are losing their independence, their decision-making ability and their creativity.	20	153

Categories and related statements	P #	S #
It can also lead to a loss of skills if AI is constantly used for specific tasks and some tasks are no longer performed by humans, such as writing texts, creating ideas/creativity, etc. Some skills may not even be learned in the first place if, for example if one has one's R code generated by AI from the outset.	21	161
An important point for me is the loss of critical thinking. This is particularly problematic in an educational context, which is why, from an educational perspective, many experts point out the risks associated with AI and emphasize the importance of using AI correctly in an educational context.	22	163
Cognitive decline (thinking is left to AI, critical thinking/judgement is lost)	23	174
New dependencies (without AI, it is exhausting to "think for oneself")	23	175
Loss of learning effort (AI takes over summarizing texts, etc.)	23	177
Creativity is lost	24	179
People no longer think for themselves as much	24	180
People take the easy route much more often	24	181
Even simple emails are formulated by AI	24	182
People no longer make an effort.	24	183
Everything is outsourced.	24	184
We are already losing many of our skills → what will the future look like?	24	186
Dependence on AI and loss of one's own skills; one's own skills are exercised less, e.g., critical thinking and reflection, text comprehension, or problem-solving skills.	26	10
Reduced creativity: overuse of AI-generated suggestions and solutions can lead to a loss of original ideas.	26	14
Loss of social skills due to increased digital interaction instead of real human contact	26	18
Reduced confidence in one's own abilities and, above all, one's own creativity – often people do not trust their own ideas enough to tackle projects without AI. Instead, AI is consulted immediately, or at least for verification, to ensure that it makes the same suggestions.	27	193
It hinders learning processes that would normally take place through trial and error. Because AI offers immediate solution strategies, there is no need to engage intensively with certain topics.	27	194
It remains questionable how sustainable any learning effect is, or whether it exists at all.		
Language skills	28	199
When driving, people may lose their own driving skills and rely too much on AI. On the other hand, some drivers may not be able to trust AI at all. Another risk is a reduction in the sense of responsibility for one's own car, which can lead to ethical and social problems	28	202
AI inhibits our own creativity and thinking skills, and often prevents us from finding solutions independently.	29	204
Considering that AI is a development that has only been socially relevant for a few years and has only recently found widespread application, the question arises as to how AI will influence future generations. Will children in the future still learn to be creative and solve their problems independently, or will there be an ever-increasing dependence on AI?	29	205
We think less for ourselves because it is so quick and easy to get an answer (e.g. calculations).	30	214
Our own creativity can be lost (but it can also stimulate it).	30	215
Unlearning basic skills and perseverance: 'Chat can do this for me' immediately asking the AI when problems or hurdles first arise.	31	222
Less patience: people get annoyed more easily when AI does not immediately understand what they want; they always want to have all the information right away.	32	227
CONTENT CLUTTER		
Flood of AI-generated content on the internet	3	28
Posts etc. lose value because they were not created by a real person -> "cluttering" of the information landscape.	3	29
Spread of fake news: both via chatbots (which also learn fake news and integrate it into their responses) and via media generation	5	43
Faulty outputs, e.g. when generating content (create tasks for me, etc.)	6	50
Incorrect outputs from "research" (information and sources are invented)	6	51

Categories and related statements	P #	S #
Information overload limits the clarity of results.	7	57
Misinformation! Relying too much on AI can certainly go horribly wrong in many situations.	8	68
Content can now be generated quickly and cheaply, so we are inundated with it. But nonsense suddenly seems real and professionally presented.	8	70
Loss of reality when it is unclear who is real and who is not.	8	73
Video, photo and audio no longer reliable evidence	8	76
Incorrect information from AI (AI hallucinates)	11	86
Generic content that is similar	11	91
Another risk is misinformation. AI always gives an answer, and always very confidently, and does not say when it does not know something. As a result, AI spreads a lot of false information.	14	112
This is particularly problematic when you have little or no knowledge of a subject and cannot check whether the information is correct.		
AI does not question the information you enter yourself -> confirmation bias of AI	15	117
Misinformation (e.g. fictional sources/papers)	15	118
AI is prone to errors/AI does not question itself	15	119
Lack of consideration of current circumstances (e.g. on 1 November 2025, I asked for restaurant recommendations and Chat GPT suggested a restaurant that was closed due to a public holiday).	15	128
Instead of saying that certain information is behind paywalls or inaccessible, chatbots often hallucinate, which makes them very useless for academic research (literature research).	17	134
Prone to errors: AI is not reliable.	18	147
Another risk is the danger of misinformation. For example, I asked ChatGPT questions about income tax, and it gave me incorrect figures (alongside correct information). Without constant questioning or personal knowledge, it is difficult to identify the incorrect information, especially since the AI's answers usually sound very confident.	21	159
Misinformation (fake news, AI invents sources)	23	173
There are now numerous AI-generated photos and videos on social media that look very real at first glance. If you look more closely/more often, it usually becomes apparent that the content is AI-generated, but most people scroll so quickly that they don't even notice and believe it to be 'real'.	24	189
Individuality. Overuse of AI-generated suggestions and solutions can lead to uniformity.	26	15
Dissemination of false information: AI can make figures (or information in general) appear fact-based and accurate, even if this is not the case and the information may be completely fabricated.	26	16
Loss of touch with reality – intensive use of AI as a substitute for social interaction/affirmation can be particularly risky, as AI is not a real substitute for friends (interesting: public reaction to "Friend" advertising in the New York underground: https://futurism.com/artificial-intelligence/million-dollar-ai-campaign-defaced or the newly announced tool that allows erotic conversations with ChatGPT: https://www.bbc.com/news/articles/cpd2qv58y15o) and is more likely to lead to loneliness in the long term than to provide social support.	27	191
AI-generated advertising, for example, is trained with other advertising or with works of art by other artists. Therefore, it is not original at its core. As a result, it can happen that artists or the creators of the original advertising do not receive recognition for their work. Furthermore, AI cannot invent anything new. If there were no new human input, AI would only ever repeat itself.	28	198
This could lead to a decline in creativity in our society. In addition, certain jobs, especially in the creative sector, could be threatened.		
As mentioned above, it is becoming increasingly difficult to distinguish AI products, such as AI-generated videos, from real ones. This is risky because videos that are often shared on social media can influence public opinion.	29	208
Which media and news sources can still be trusted?	30	212
Which photos on social media are still real? -> I have become much more distrustful in general.	30	213
Inhibition of creativity: Idea collections are based on AI and therefore only reproduce what already exists instead of creating something new. Integration of "AI art" on online platforms without labelling	31	221
Loss of individuality/personality in texts: cover letters, emails, essays.	31	223
Spread of misinformation.	31	225

Categories and related statements	P #	S #
LOSS OF CONTROL / AUTONOMY		
At the same time, many people are not sufficiently prepared to deal with AI and lack digital skills.	26	2
Loss of privacy and data misuse, disclosure, analysis or unwanted storage of personal information to and by AI -> data protection and confidentiality. Particularly problematic in the case of highly sensitive data (health, research)	26	3
Or, in general, loss of human control, e.g. when processes can no longer be traced due to increasing automation	26	11
Handing over responsibility // less questioning, e.g. autonomous driving, etc.	2	23
The truthfulness of posts is difficult to verify -> high susceptibility to fake news.	3	30
People relinquish responsibility	4	35
Data protection is questionable	5	46
Lack of control over sources and accuracy of responses.	7	56
Unless deactivated, AI collects a great deal of information about the user, which can be a problem for data protection	7	60
Due to the widespread use and integration of AI in most apps, users have no choice as to whether they want to use AI or not	7	61
Data protection! We are revealing more and more, especially when we feel like we are talking to someone we trust. Where is all the data stored, can it be hacked, is it being sold, to whom, for what purpose? The list of concerns is quite long.	8	69
Something could be overlooked when offers are summarized by AI (with regard to holiday planning)	10	80
Data protection? AI knows all my interests.	10	83
Data protection	11	89
I cannot be sure that the product will actually look like the image shown/printed -> dissatisfaction among customers if it does not match or even differs greatly -> damages one's own image	12	92
Jeopardizes the general credibility of AI-generated content (which, when used differently, is intended to convey genuine information or knowledge) on the one hand, and digital content in general on the other	12	95
Lack of data protection due to data processing on external servers; who has access to the data being processed?	15	115
Lack of "control" over the extent of AI	15	125
Data protection in particular is a major risk when using AI. With applications such as ChatGPT, it is very unclear where data and chat topics end up.	19	150
Data protection	20	152
Loss of control (e.g. autonomous driving)	20	155
Data security and data protection pose a major risk. Hardly any user is fully aware of the extent to which their data is used or who ultimately has access to it.	21	158
Data protection issues: In Germany in particular, many companies and organizations are concerned about data collection and the potential risk to data security.	22	167
Data protection (AI collects huge amounts of personal data)	23	171
Loss of control (AI decides what content I see, e.g. on Instagram)	23	172
Data protection. It is not only the use of AI that can lead to users' data being used for non-transparent purposes. The information produced by AI also often comes from unknown or unnamed sources. As a result, many artists see the danger that their works will be used by AI to generate content without them being credited as the legitimate authors.	27	196
I also find it problematic that it is rarely possible to identify where the AI obtains its information. This makes falsification more difficult.	29	207
Loss of privacy.	30	218
BIASES / HIDDEN INFLUENCE		
Bias and discrimination, Existing prejudices can be reinforced	26	8
Creation of filter bubbles: information and content that matches previous search history and online behavior is predominantly displayed	26	9

Categories and related statements	P #	S #
One risk that I can definitely see is the possibility of getting lost in the details. AI allows you to work very precisely with a tremendous flood of detail in individual domains. In doing so, it is easy to forget what constitutes a sensible allocation of time for the domain in question. Not everything that can be done almost perfectly is worth treating with such precision.	1	19
People question AI too little and could believe and spread misinformation	4	36
Regular use of AI could lead to a distorted or limited perspective.	4	37
Dependence on AI, even for small everyday tasks such as cooking	6	48
AI has a strong bias towards confirming the user's views.	7	58
There are now virtual influencers who seem absolutely real. I can see the potential, but even more risks (ideals of beauty).	8	71
You can't stop watching reels because everything is interesting -> risk of addiction	10	85
Bias	11	90
Risk of content errors -> questions can be misunderstood and lead to incorrect answers, which users then classify as true and use for their own purposes	12	96
"Initial" information search via AI before thinking about the problem yourself ("Have you asked Chat yet?")	15	127
If a user asks a question with a preconceived bias – for example, about symptoms of an illness – the AI model can pick up on the given question framework and generate logically coherent arguments that support this perspective. As a result, the questioner is continuously confronted with information that reinforces their original assumption, while comprehensive or in-depth analyses remain largely inaccessible. In this way, AI becomes a highly efficient tool for reinforcing confirmation bias, trapping users in an information bubble and leading them to regard their subjective assessment as general consensus – ultimately resulting in increasing polarization of views.	16	129
Restriction due to content tailored to the individual: content is mainly suggested that the individual is already interested in. This means you discover less new stuff / less variety.	18	140
The idea that AI determines our lives in some way by making decisions about everyday situations such as what to have for dinner seems somewhat frightening. Humans voluntarily ask AI to make decisions for them – but we could get used to this relief from decision-making, which would cause human autonomy in our own lives to disappear to a certain extent.	19	149
Algorithmic influence, drifting into extremes (e.g. politics)	20	154
Thanks to Instagram's automated algorithm, which is tailored to my interests, I hardly ever decide for myself what I see, or at least I am strongly influenced. In addition, the content is very similar and I feel like I am stuck in a kind of "bubble".	21	162
Reinforcement of prejudices and experiences of discrimination: Many AI models are trained with negative, stereotypical images of certain minorities, which leads to the reinforcement of prejudices and could disadvantage minorities (e.g. people with a migrant background) (e.g. use of AI models when reviewing CVs).	22	166
AI is so integrated into people's everyday lives that so much depends on it.	24	187
It makes it difficult to recognize and understand that certain things and tasks take time – thus distorting our sense of time, as everything is suddenly very fast and easily accessible – especially in the field of creativity, there are various professions that people spend years working intensively on before they reach a high level of their art (be it music, painting, design, etc.) – this phase is completely eliminated, as everything can be generated instantly by AI. Why invest years in learning an instrument when you can simply generate music via websites? Why spend years writing a book when you can finish it in a few prompts with ChatGPT? But this is precisely why these pursuits are losing their significance. For artists, the meaning of art lies not in the finished product, but in the engagement with the work that takes place during the creative process. The flood of AI on websites that were originally known for human-made, creative content (e.g. Pinterest or Etsy) triggers a very negative feeling in many people (see the AI slop phenomenon) and has led, among other things, to instructions being shared on social media on how to deselect content from generative AI in the settings.	27	195
There is a risk here that the algorithm will form very homogeneous groups, thereby creating so-called bubbles. In addition, certain groups of people may be indirectly discriminated against. This concept would only make sense in certain cases, as friendships offer the opportunity to learn more about our society and discover new things. However, this would be difficult if all friends belong to the same group of people (ethnicity, culture, gender or profession) or have very similar characteristics.	28	197
To be honest, I almost had to pull myself together not to use AI to help me collect the pros and cons for this task. On closer reflection, I find this worrying – we have become so accustomed to using AI for everything that we automatically resort to it without thinking for ourselves first.	29	203
Fast pace and pressure to create.	31	224
People often no longer think for themselves first, but ask AI directly, even for simple things.	32	228

Categories and related statements	P #	S #
MANIPULATION		
Risk of political or social influence (e.g. elections)	26	4
Use of AI for disinformation campaigns	26	5
Creation of deepfakes	26	6
There is a particular risk in the area of deepfakes and artificially created images and videos, as these can be used to spread highly credible misinformation	7	62
With regard to news and especially before elections, AI-generated content can have a major impact due to its high similarity to real content and its ability to disseminate large amounts of information. In the wrong hands, this poses a threat to our democracy	7	63
Manipulation by AI influencers.	8	72
Deepfakes, scams	8	75
Many people are afraid of being listened to by the devices.	12	101
Doubts about the summary of the reviews (marketing manipulation by the online shop?).	13	104
Risks to privacy and data security. In areas such as smart homes, health management and intelligent transport systems, users' private personal data is collected. If this data is leaked, there is a risk that it could be misused by criminals, posing a serious threat to individuals, families and even national security.	16	131
No non-profit organization, interests of OpenAI and major representatives?	17	137
Influence of AI-manipulated content on many people, especially vulnerable groups with lower media literacy.	17	138
Encourages consumer behavior: You buy things that you may not actually need or that you would not have bought without the suggestion.	18	146
Manipulation and abuse (e.g. deepfakes)	20	157
Surveillance (potential for abuse)	23	170
Videos and voices can now be recreated so well, and the technology is getting better and better → danger for society (e.g. in politics).	24	188
It is also a problem when AI uses intellectual property or images belonging to others to generate its own content. This is particularly relevant when it comes to bullying, for example when the face of a schoolmate is integrated into a pornographic image using AI.	29	209
Actors and other artists are also repeatedly heard saying that they are trying to take action against AI because it uses their voices to generate videos, for example.	29	210
Danger of disinformation/propaganda.	30	219
ETHICAL PROBLEMS		
Lack of ethics and emotionality, decisions are made without consideration of ethical or moral values or lack of emotional intelligence. Particularly problematic in sensitive areas such as medicine or justice	26	7
Presents ethical problems for society, individual users and creators	12	94
Lack of emotional intelligence	15	120
In general, when using AI, one should always keep in mind what AI actually is, what it can do, what its limitations are, and what ethical issues are associated with its use.	29	211
Lack of empathy.	30	216
LOSSES IN SOCIAL INTERACTION		
The more our everyday lives are shaped by AI, the less human contact we have -> can lead to isolation and loneliness.	3	31
Social isolation, because human interactions are eliminated by AI.	4	38
Social interactions: AI companions instead of real contacts. This certainly has its good sides and advantages, but it also carries great risks at both the individual and global levels.	8	77
Communication with AI increases, communication in real life decreases.	10	82

Categories and related statements	P #	S #
I often notice a tendency in myself and others to "humanize AI", starting with the use of "please" and "thank you" when communicating with AI. I believe there is a danger in building relationships with AI. This is because AI can be a better partner than humans in many ways. AI is always there, always friendly, patient and responds exactly as you would like it to. Nevertheless, AI is never a substitute for social relationships and I believe AI can contribute to further isolation.	14	114
New forms of relationships (some people discuss sensitive topics with AI and develop feelings of friendship/therapist)	23	176
Joint thinking and discussion decreases (AI is consulted in group work)	23	178
At the same time, however, this example also shows the downside of such systems. Personal contact between guest and server is almost completely lost, and an important social aspect of visiting a restaurant disappears. In addition, the digital ordering process can quickly lead to problems if the Wi-Fi is not working or you do not have a credit card. Older people or those without technical knowledge in particular feel excluded and insecure as a result. In our case, the new technology actually led to a significant delay instead of saving time. Another risk is that such systems collect data about orders and payment methods, which raises questions about data protection. In addition, the exclusive use of digital payment is increasingly eroding the familiar feeling of cash. You no longer have physical money in your hand, which for many people is associated with a feeling of security and control. This also changes the perception of the value of one's own money; payment becomes more abstract and is decoupled from the actual handling of money. Overall, increasing automation can lead to human interaction, personal service and traditional habits in everyday life becoming increasingly marginalized.	25	190
Increased social isolation due to increased digital interaction	26	17
LACKING TRANSPARENCY / OVERTRUST		
Without a high level of maturity and responsibility on the part of the user, AI has what feels like too much suggestive power.	1	20
There is a risk that too much trust will be placed in AI responses.	7	54
The traceability of AI "thought processes" is not guaranteed.	7	64
I also often notice that I have a false sense of confidence in AI. I don't always check the results of AI in depth. Superficially, the results of AI often look flawless and high-quality, especially because of the good wording. However, if you look more closely at the results, there are often inconsistencies or errors that are not apparent at first glance. In the past, I have noticed that, for example, when analyzing data with AI, I simply blindly trusted the AI's data analysis code. Ultimately, I got results, but I didn't really understand them, nor did they really fit my goal. I often don't internalize and understand tasks that I do with AI as well as when I do them on my own.	14	111
Unrestricted reliance/trust in AI information	15	124
Dangers posed by errors in generative AI -> lack of transparency in generative AI when dealing with its own errors or information gaps	17	133
Overestimation of AI, e.g. use of AI therapists?	17	136
Lack of competence and knowledge about the exact functioning and "machinery" behind AI, example: algorithms in social media.	17	139
AI is being used more and more frequently, among other things, to search for information on symptoms of illness. We know that using Google and similar search engines to research symptoms causes anxiety in many people, even though these fears often prove to be unfounded after a medical examination. If AI tools such as ChatGPT are increasingly used for lay diagnosis, I can imagine that such fears could become even more common, partly because a conversation with ChatGPT may resemble an exchange with medical professionals, making an AI diagnosis seem plausible.	29	206
People sometimes rely too much on AI and no longer have a sense of whether what they are reading is correct or not.	32	229
Sometimes forgetting that you are not writing to a human being.	32	230
FRUSTRATING UX		
Communication and comprehension problems, e.g. when service hotlines only have an AI voice that cannot respond adequately to individual problems	2	25
Miscommunication, e.g. with service assistants	5	45
AI may not be developed well enough yet: there are often problems with communication using an "automatic voice", and sometimes you can't find out what you want to know.	10	84
Frustration with complex problems when AI cannot help with standard responses and commands -> risk of incorrect advice due to AI errors	12	99

Categories and related statements	P #	S #
AI-generated customer services have often led to frustration for me when they did not understand what I meant because the issue was too specific.	13	105
Chatbots are generally unable to answer complex questions or solve problems. If you need a lot of additional support and the AI cannot provide it, this can trigger many negative emotions such as stress or frustration.	28	201
ENVIRONMENTAL PROBLEMS		
Ecological perspective: The servers required to use AI consume an enormous amount of energy: for example, googling any question consumes only a fraction of the energy required when using generative AI such as ChatGPT.	3	32
High energy consumption	5	44
Very high energy consumption and extremely poor environmental footprint	7	59
High energy consumption (especially compared to classic search engines)	11	88
Water consumption -> ecological impact of widespread use of AI	17	132
The impact on the environment is also significant. Water consumption, which is enormous due to the "thirst" of data centers (Fett, 2024), can have a very negative long-term effect on the environment.	19	151
The environment suffers as a result.	24	185
Ecological consequences of AI servers.	31	226
Ecologically sustainable in the long term?	32	231
JOB LOSSES		
Change in the world of work -> certain fields of work are no longer necessary, new/unknown jobs are required, demands flexibility, acceptance and openness from employees.	2	24
In the economy: Replacing human labor with AI will eliminate many jobs; new ones are created, but not enough to compensate for the loss -> unemployment rises.	3	27
Loss of jobs	5	42
Loss of jobs, especially junior positions, interns, working students, etc., which can be replaced cost-effectively by AI	6	52
Threat to entire occupational groups from AI (e.g. journalists, editors, etc.)	6	53
Threat to creativity: Freelancers in the industry are losing customers, and their works (of any kind) are often used as training material without permission. Works can be recreated in seconds.	8	66
The danger to the labor market continues to be discussed. In some areas, it is certainly a reality, in others, it is far from it. But at some point, it may happen.	8	74
Feedback on usage problems is not provided if no one contacts the company directly (unless the AI stores various problems reported by users, which are then investigated and analyzed by someone).	12	98
Loss of jobs	15	126
When you consider the advantage of saving on human resources through AI, you also ask yourself: Does AI take away our opportunity to work in certain areas? Does AI take away our jobs?	19	148
Job losses (at the same time, new jobs are likely to be created)	20	156
The aspect of staff reduction mentioned earlier as an advantage, or the fact that people can be replaced as workers in some jobs, can of course also be seen as negative, especially from a social perspective. This can lead to job losses or the need for retraining.	21	160
Overall, many experts also see AI as a risk that could take over many jobs in the future. Geoffrey Hinton, who is considered one of the godfathers of deep learning, also warns of the dangers of AI. The use of artificial intelligence is set to increase in the coming years, and AI will soon be much more powerful than it is at present (estimated: end of 2027) à Uncertainty and potential loss of many jobs	22	165
Job losses	23	168
Changes in the world of work (automation replacing jobs)	23	169
Job losses and economic changes. Automation can change entire occupational fields or even make them redundant.	26	1

Categories and related statements	P #	S #
Over-reliance on ChatGPT and DeepL can lead to people forgetting certain	28	200
Loss of jobs.	30	217
I often notice a tendency in myself and others to "humanize AI", starting with the use of "please" and "thank you" in communication with AI. I believe there is a danger in building relationships with AI. This is because AI can be a better partner than humans in many ways. AI is always there, always friendly, patient and responds exactly as you would like it to. Nevertheless, AI is never a substitute for social relationships and I believe AI can contribute to further isolation.	32	232
LIABILITY PROBLEMS		
Unclear liability issues: Who is responsible in the event of damage caused by AI-based devices or services (users, developers or companies)?	26	12
DATA RIGHTS / COPYRIGHTS INFRINGEMENTS		
Copyright infringement, e.g. when AI copies or imitates protected works.	26	13
Copyright issues and identity theft, especially with deep fakes and the use and exploitation of existing films, clips, videos, music, etc. -> can directly lead to deception or manipulation	12	93
AI is also perceived as a threat in the creative sector (art, music, literature, etc.). For example, many AI models are trained using works by artists, imitating their artistic style and thus stealing artworks from many artists without their permission. This also reduces demand for many independent artists, as customers can generate similar works themselves for free using AI. Many are therefore actively speaking out against the use of AI in the creative sector.	22	164
MONOPOLY FORMATION		
European perspective: Europe lags far behind in the development of AI (compared to the US and China), which creates a risk of dependency. In principle, this already exists.	3	33
DEPENDENCE ON TECHNICAL INFRASTRUCTURE		
Dependence on technology (critical in the event of a power failure).	4	39
You are heavily dependent on the system for the functioning of, for example, the lights, and above all on the functions running smoothly.	12	102
Excessive reliance on technology while reducing human involvement. If smart home appliances are heavily dependent on networks and power supplies, basic household functions cannot be used normally in the event of a power failure or power outage, which can even lead to inconvenience. Similarly, smart transport systems rely on sensors, data communication and centralized data processing. Cyber attacks could cause chaos in the transport system across an entire region, with unimaginable consequences.	16	130
Danger of dependence on technology.	30	220
MISTRUST IN PEOPLE		
Furthermore, I have personally noticed that I perceive it negatively when I suspect that others have used AI for something. This particularly undermines my trust in others in my private life. I sometimes suspect that a personal message to me has been written using AI, and this affects my relationship with the other person. But even in a university context, when working in groups, I have a more negative perception of other people's work if I feel that they have used AI for it.	14	113
Boundaries between humans and AI are blurring, e.g. with voice assistants	15	121
BAD ADVICE		
Negative influence of AI on people, e.g. G147 suicide of American teenager due to validating communication style of ChatGPT.	17	135
Continuous confirmation also reinforces negative behaviors or thoughts (e.g. AI always affirms the person asking for relationship advice, even if they describe problematic behaviors). An extreme case would be the support of suicidal thoughts, as observed in the case of Adam Raine in the USA (https://www.bbc.com/news/articles/cgerwp7rdlvo).	27	192