

**Internship Report
On**

**Assessing Employee Readiness for AI Adoption at Silkways
Card and Printing Limited.**



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Date of Submission:

Letter of Transmittal

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Subject: Submission of Internship Report on “Assessing Employee Readiness for AI Adoption at Silkways Card and Printing Limited.”.

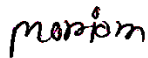
Dear sir,

I am pleased to submit my internship report titled "Assessing Employee Readiness for AI Adoption at Silkways Card and Printing" as part of my BBA program. I have crafted this report in accordance with your valuable suggestions and the information you graciously shared with me. I extend my gratitude for your consistent guidance and support, and I am optimistic that the report meets your expectations.

Please accept this report for your assessment. I hope that my efforts are satisfactory and align with your standards.

Thank you for your attention.

Sincerely yours,



Jannatul Fardous Moriom

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BBA Program

Department Of Business Administration

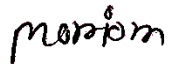
Daffodil International University

Student's Declaration

I hereby declare that the internship work report entitled “**Assessing Employee Readiness for AI Adoption at Silkways Card and Printing Limited. : A Study on Silkways Card and Printing Limited.**” is an authentic and based on my practical work experience under the guidance of Mr. Md. Mahbobor Rahaman, Senior Lecturer of the Department of Business Administration, Daffodil International University.

This project work is submitted in partial fulfillment of the requirements for the internship program.

Sincerely yours,



.....
Jannatul Fardous Moriom

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BBA Program

Department Of Business Administration

Daffodil International University

Letter Of Approval

I have the pleasure to certify that Jannatul Fardous Moriom, ID: 202-11-6579 majoring in Management Information Systems (MIS), is a student of the BBA program, Department of Business Administration under the Faculty of Business & Entrepreneurship has completed his internship program, prepared on “Assessing Employee Readiness for AI Adoption at Silkways Card and Printing Limited: A Study on Silkways Card and Printing Limited”. I am also declaring that this report or any part there has not been submitted anywhere else.

I wish him prosperity in his future endeavors.

Supervised By



Mr. Md. Mahbobor Rahaman
Senior Lecturer
Department of Business Administration
Faculty of Business & Entrepreneurship
Daffodil International University

Acknowledgement

I would like to express my profound gratitude to the Almighty for granting me the strength to overcome challenges and successfully complete my degree. I am deeply thankful for the guidance that has led me on this journey.

I extend my heartfelt appreciation to my supervisor, Md. Mahbobor Rahaman Sir, for his unwavering support, guidance, and encouragement throughout my internship report. His expertise and insightful feedback have been invaluable in shaping my work and helping me navigate numerous challenges. I am truly fortunate to have had the opportunity to learn from him. His constant belief in my potential has been a significant source of motivation, and I am sincerely grateful for all his contributions to my academic and personal growth.

I would also like to express special thanks to my parents, whose continuous financial and emotional support has been instrumental in my academic journey. Their prayers and guidance have sustained me throughout this process, and I am eternally grateful for their love and encouragement.

Executive Summary

This internship report focuses on my experiences and learnings during a six-month internship at Silkways Card and Printing Limited, where I was assigned as a Management Trainee Officer

.The report begins with an overview of Silkways Card and Printing, detailing its operations in the smart card solutions industry. It then outlines the objectives, scope, and limitations of the study, emphasizing the importance of assessing employee readiness for artificial intelligence (AI) adoption within the organization

.In the literature review section, I explored artificial intelligence and its relevance to employee readiness, discussing constructs such as performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, and trust.

These constructs are essential for understanding how employees perceive AI technologies.The report includes a survey-based analysis conducted among employees to evaluate their readiness for AI adoption. The analysis utilized quantitative data to assess user satisfaction with AI technologies and their impact on operational efficiency.

The findings reveal critical insights into employee attitudes towards AI adoption, highlighting factors that influence their readiness and willingness to embrace these technologies. The report concludes with recommendations aimed at fostering a supportive environment for AI integration within Silkways Card and Printing. By addressing employee concerns and providing targeted training initiatives, the organization can enhance acceptance of AI technologies, ultimately leading to successful integration into daily operations.

Through this report, I have aimed to contribute valuable insights into the dynamics of AI adoption at Silkways Card and Printing Limited, reflecting both theoretical knowledge and practical observations from my internship experience.

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Chapter one

Introduction

Artificial Intelligence (AI) is the replication of human cognitive functions by machines, especially computer systems. This encompasses processes such as learning (gathering information and understanding how to apply it), reasoning (applying rules to draw conclusions), and self-correction. AI includes a range of technologies and approaches that allow machines to execute tasks usually associated with human intelligence.(Chatterjee & Bhattacharjee, 2020). Employee readiness for AI refers to the preparedness and willingness of employees to adopt and effectively use artificial intelligence technologies within their work environment. This concept is crucial for organizations looking to integrate AI into their operations, as the success of such implementations largely depends on how well employees embrace these new technologies. Employee readiness for AI adoption at Silkways Card and Printing is a critical factor influencing the successful integration of AI technologies within the organization. This readiness is assessed through various constructs including performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, and trust. (Chow & Chen, 2023; Gama Fábioand Tyskbo, 2022)

1.1 Origin of the report : This report encompasses a comprehensive evaluation of factors influencing employee acceptance of artificial intelligence technologies within the organization. The primary objectives include assessing employee perceptions regarding AI adoption, identifying key determinants of readiness , and providing actionable recommendations to enhance acceptance. The report focuses on employees directly involved in manufacturing processes where AI technologies are being introduced, employing a quantitative research design that includes a survey conducted among 40 participants. The research aims to investigate the behavioral intentions of individuals regarding the adoption of artificial intelligence (AI) technologies. Additionally, the report highlights the implications for management in fostering a supportive environment for AI integration .

1.2 Scope of the report: The scope of the report "Assessing Employee Readiness for AI Adoption at Silkways Card and Printing" is closely aligned with my internship experience as a Management Trainee Officer, where I focused on updating customer information and managing the database within the company's ERP system. This practical experience provided me with firsthand insight into the operational processes and data management practices essential for effective AI integration. The report aims to evaluate employee perceptions regarding AI adoption, identifying key factors influencing readiness. My role involved understanding how accurate and up-to-date data can enhance decision-making and operational efficiency, which is critical for successful AI implementation. Additionally, my interactions with various departments highlighted the importance of employee engagement and support in adopting new technologies. Thus, the report not only reflects theoretical insights but also incorporates practical observations from my internship, emphasizing the need for a supportive environment and targeted training initiatives to facilitate AI adoption at Silkways.

1.3 Objective of the report: The objective of the report is to evaluate employee views on the implementation of artificial intelligence technologies within the organization. Specifically, the report aims to identify key factors influencing employee readiness. Additionally, it seeks to provide recommendations for improving employee acceptance of AI technologies, thereby facilitating a smoother integration of these innovations into the company's manufacturing processes. Ultimately, the report contributes to a deeper understanding of the factors affecting employee acceptance of AI in manufacturing context.

1.4 Limitation of the report: This report has several limitations that should be acknowledged. Firstly, it relies on self-reported data from a survey conducted among 40 participants, which may introduce biases related to personal perceptions and social desirability, potentially influencing the reliability of the responses. Secondly, the sample size is small and may not adequately represent the diverse demographics of the entire workforce at Silkways, limiting the adaptability of the findings to the broader employee population. Additionally, this study focuses primarily on specific which may overlook other relevant factors influencing employee readiness for AI adoption

Chapter Two

Literature Review

The adoption of artificial intelligence (AI) in Bangladesh is rapidly increasing across multiple sectors as businesses recognize its transformative capabilities. In the manufacturing industry, companies are leveraging AI for predictive maintenance, quality assurance, and optimizing supply chains, especially in the garment sector, which is improving production efficiency and reducing waste. In finance, institutions like BRAC Bank are utilizing AI for detecting fraud, assessing risks, and providing personalized customer service, thereby enhancing decision-making and customer experiences. The telecommunications sector is also adopting AI technologies; for instance, Grameenphone is using AI for network optimization and automating customer support through chatbots. In e-commerce, platforms such as Daraz are employing AI algorithms to tailor shopping experiences and manage inventory more effectively. Additionally, the healthcare sector is investigating AI applications for diagnostics and patient management systems to enhance patient outcomes through data analysis and predictive modeling. Overall, the trend of AI adoption in Bangladesh reflects a larger global movement towards digital transformation, with organizations actively seeking to leverage AI's potential to improve operational efficiency, enhance customer service, and foster innovation across various industries. **(Islam et al., 2024)(Fast Simon, 2024)**

Silkways Card and Printing is actively pursuing the implementation of artificial intelligence (AI) technologies to enhance its operational efficiency and competitiveness in the smart card solutions industry. The organization recognizes that successful AI integration hinges on employee readiness, Silkways aims to understand employee attitudes towards AI through surveys, focusing on the constructs. This insight is essential for customizing AI solutions that meet employee expectations and address their concerns.

Silkways is implementing a multifaceted approach to enhance AI adoption within the organization. First, it plans to improve training and support initiatives that specifically address factors influencing employee readiness, aiming to alleviate concerns about job security and the complexities of new technologies. This targeted support is designed to foster a more positive attitude towards AI integration. Additionally, Silkways recognizes the importance of promoting a culture of innovation, creating a collaborative environment where employees feel valued and engaged, which will facilitate smoother transitions to AI technologies. To ensure continuous improvement, the organization will establish continuous feedback mechanisms that allow it to adapt strategies based on employee experiences and perceptions as AI tools are rolled out. Finally, by leveraging data-driven insights from AI technologies, Silkways aims to enhance decision-making processes and operational efficiencies, ultimately improving product quality and customer satisfaction. This comprehensive strategy reflects Silkways' commitment to not only adopting AI but also ensuring that it is effectively integrated into the organizational framework.

Through these strategies, Silkways Card and Printing aims to create a conducive environment for AI adoption, ensuring that employees are not only ready but also enthusiastic about integrating these advanced technologies into their daily operations.

Chapter Three

Company Profile

3.Company Profile

Since the inception in November 2005, Silkways Card & Printing Limited. (Silkcard) has been a pioneer in the dynamic landscape of smart card solutions and services. With a legacy spanning 18 years, our company has evolved into an inspiration of innovation, renowned for its unwavering commitment to excellence and relentless pursuit of technological advancement.

At Silkcard, we pride ourselves on being pioneers in the smart card arena. We have consistently pushed the boundaries of possibilities, revolutionizing the way businesses operate and interact with their customers. Quality is at the core of our identity. We uphold the highest standards of quality to ensure every Silkcard product reflects reliability, durability, and excellence.

Silkcard operates with a deep sense of responsibility towards our partners and the wider community. Our production facility, security management processes are meticulously designed to comply with the stringent requirements of the PCI guidelines (logical & physical), guaranteeing the utmost security and integrity of our products. One of our primary strengths is compliance with Mastercard CQM quality standard which ensures impeccable product quality.

When you partner with Silkcard, you're not just choosing a service provider; you're selecting a trusted ally committed to your success.

Vision

To ensure ethical standards are met, we rigorously adhere to principles in business operations, finance disclosures, accountability, and legal compliance. To attain global leadership status, we focus on producing technologically advanced, secure smart cards. To maintain competitiveness, we continuously invest in state-of-the-art product technology, ensuring feasibility to cater to our target market's needs.

Mission

Continuing to serve our niche clientele with the quality products they require, delivered precisely on time, and at competitive prices. Fostering a culture of teamwork and collaboration, where every member works together cohesively to achieve our common goals and uphold our commitment to excellence.

Strength

- Leading the industry with 18 years of pioneering experience, setting standards for excellence and innovation.
- State of the art Technology
- Cutting Edge Technology
- Reliable Security
- Highly Skilled Manpower

Product:

- **Financial Service**
- EMV / Non-EMV Payment card (Contact, Contactless & Dual Interface) manufacturing & Personalization.
- **Mobile & Telco:**
- SIM, eSIM, USIM Cards, Scratch Cards
- **Retail Card:**
- Gift cards
- Membership cards
- Discount cards
- Gift cards
- Coupon/e-coupon cards
- Prepaid cards
- Scratch cards
- ID cards

Our Clients :

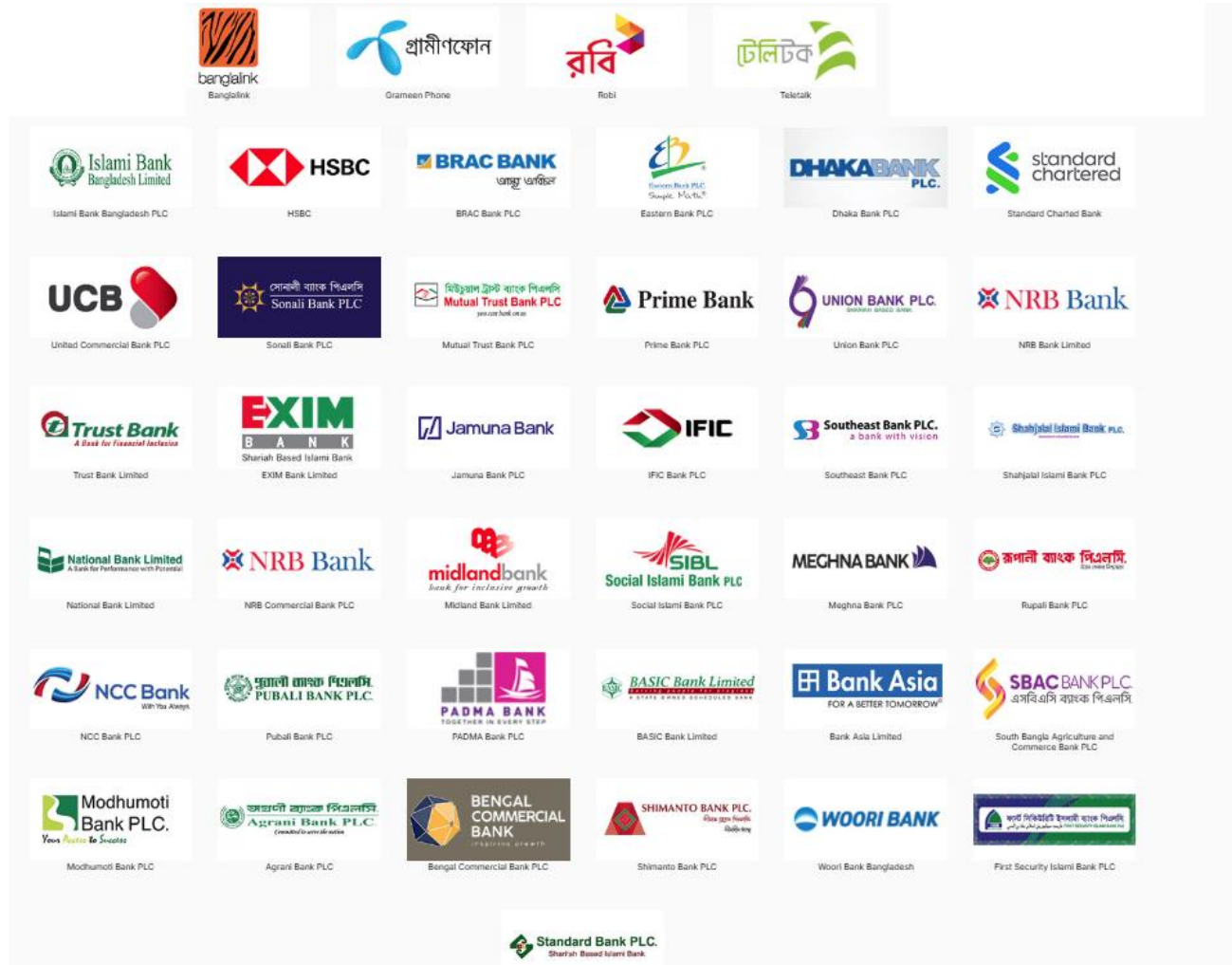


Figure 1: Our Major Clients

Our Certifications

- - VISA Card Manufacturing
- - VISA Pre-Personalization
- - VISA Personalization
- - MASTERCARD Card Manufacturing
- - MASTERCARD Pre-Personalization
- - MASTERCARD Personalization
- - TakaPay CARD Personalization
- - China Union Pay card Manufacturing (In Process)
- - China Union Pay Personalization (In Process)
- - ISO 9001:2015
- - ISO 45001:2018
- - ISO 14001:201



Figure 2: Certificates Of our company

Chapter Four

Internship Learning

Description Of My Duties

During my internship as a Management Trainee Officer at Silkways Card and Printing, I was responsible for updating customer information and managing the database within their ERP system. This role provided me with valuable insights into the operational processes of the organization and the importance of accurate data management in enhancing customer relations and overall efficiency. I learned how to navigate the ERP system effectively, ensuring that all customer data was up-to-date and accessible for various departments. Additionally, I collaborated with team members to identify areas for improvement in data handling processes, contributing to a more streamlined workflow.

Internship Tenure and Location :

- My internship commenced on January 14, 2024, and concluded on June 30, 2024
- I worked for 8 hours each day, from 9 a.m. to 5 p.m., six days a week.
- My workplace was in the Silkways Card & Printing Limited(Factory), which is situated at
158/C Tejgaon Industrial Area,Dhaka – 1208, Bangladesh.

Designation & Co-operative Relations:

I served as a Management Trainee Officer in the Information Technology Department for six months. My primary responsibility involved handling customer data related to debit and credit cards, which required me to convert this information into CSV files and subsequently update it in the ERP system.

Working Experiences at Silkways Card & Printing Limited:

During my internship, I engaged in a variety of IT-related tasks by collaborating with all departments. Below are the details of my work experiences:

- The ERP software of Silkways is DreamApps ERP
- I got to learn about how to create and modify order entries in the system
- Uploading CSV file containing Bank card Order Information
- Uploading CSV file containing manufactured / Ready to deliver card info.



Figure 3: DreamApps ERP Interface

Chapter Five

Method Of The Study

Silkways Card and Printing aims to adopt artificial intelligence (AI) technologies to enhance operational efficiency and competitiveness in the smart card solutions industry. The organization plans to assess employee readiness which focuses on key factors such as performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, and trust. By conducting surveys among employees, Silkways seeks to understand their perceptions and concerns regarding AI adoption. The company intends to implement targeted training programs to address identified gaps in knowledge and skills, fostering a supportive environment that encourages innovation. Additionally, continuous feedback mechanisms will be established to adapt strategies based on employee experiences with AI technologies, ultimately aiming for a smooth integration of AI into its manufacturing processes.

5.1 Objective Of The study : The main objective of this report is to evaluate employee views regarding the adoption of artificial intelligence (AI) technologies within the organization.

specific Objectives:

- i. To identify key factors influencing employee readiness
- ii. To provide recommendations for enhancing employee acceptance of AI technologies to ensure successful implementation in manufacturing processes.

5.2 Tools and Techniques:

The study employs a combination of tools and techniques to gather and analyze data regarding employee perceptions and readiness for AI integration.

Survey Methodology: The primary tool used for data collection is a structured survey administered to 40 employees of Silkways. This quantitative approach allows for the systematic collection of responses related to employee attitudes towards AI adoption.

Data Analysis Techniques: After collecting survey responses, Statistical analysis techniques are used to assess the data. This involves descriptive statistics to summarize the results and inferential statistics to investigate the relationships between the variables and employees' intentions to adopt AI.

- **Primary Data**

Primary data in the report is collected through a survey conducted among 40 employees of Silkways Card and Printing. This quantitative research utilizes a purposive sampling approach to gather firsthand insights into employee attitudes towards AI adoption. The survey focuses on key constructs including performance expectations, ease of use expectations, social influence, enabling conditions, enjoyment motivation, and trust. This direct feedback from employees provides valuable information on their readiness and willingness to embrace AI technologies in their work environment.

- **Secondary Data**

Secondary data in the report includes existing literature and studies related to AI adoption, employee readiness. This encompasses previous research findings that highlight the importance of various factors influencing technology acceptance, such as performance expectancy and organizational support. (Venkatesh et al., 2003)

5.3 Data Collection Method :

Data is collected through an online survey distributed to the selected sample. The survey will include Likert-scale questions designed to measure the constructs. This method facilitates efficient data collection while ensuring anonymity and encouraging honest responses from participants. This structured approach ensures a comprehensive investigation into employee perceptions and readiness regarding AI technologies, ultimately contributing valuable insights to facilitate successful implementation at Silkways Card and Printing. The collected data is divided into two parts. First part contains demographic data and the second part contains behavioral or perceptual data (measuring behavioral intentions using a likert scale)

Chapter 6

Data Analysis

Analysis:

The organization plans to assess employee readiness which focuses on key factors such as performance expectancy, effort expectancy, social influence, facilitating conditions, hedonic motivation, and trust. By conducting surveys among employees, Silkways seeks to understand their perceptions and concerns regarding AI adoption. The collected data is divided into two parts. First part contains demographic data and the second part contains behavioral or perceptual data (measuring behavioral intentions using a likert scale)

Table 1: Respondent's demographics

Characteristics	Values	Frequency	Percentage (%)
Gender	Male	23	58%
	Female	17	42%
Highest level of education	Bachelor's degree	31	77%
	MA/MSc or MBA	9	23%
	Postgraduate Diploma (PGD)	0	0%
Department	Production	14	36%
	Management	6	15%
	Sales and Marketing	12	29%
	Research and Development	5	12%
	Quality Control	3	8%

Table 2: Performance Expectancy

Performance Expectancy	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Do you think that using AI technologies will enhance my job performance?	65%	20%	5%	5%	5%
2	Will AI tools help you complete your tasks more efficiently?	62%	21%	8%	6%	3%
3	Adopting AI will lead to better outcomes in my work.	52%	22%	21%	4	1%
4	AI will improve the quality of the products we make.	60%	19%	6%	6%	5%

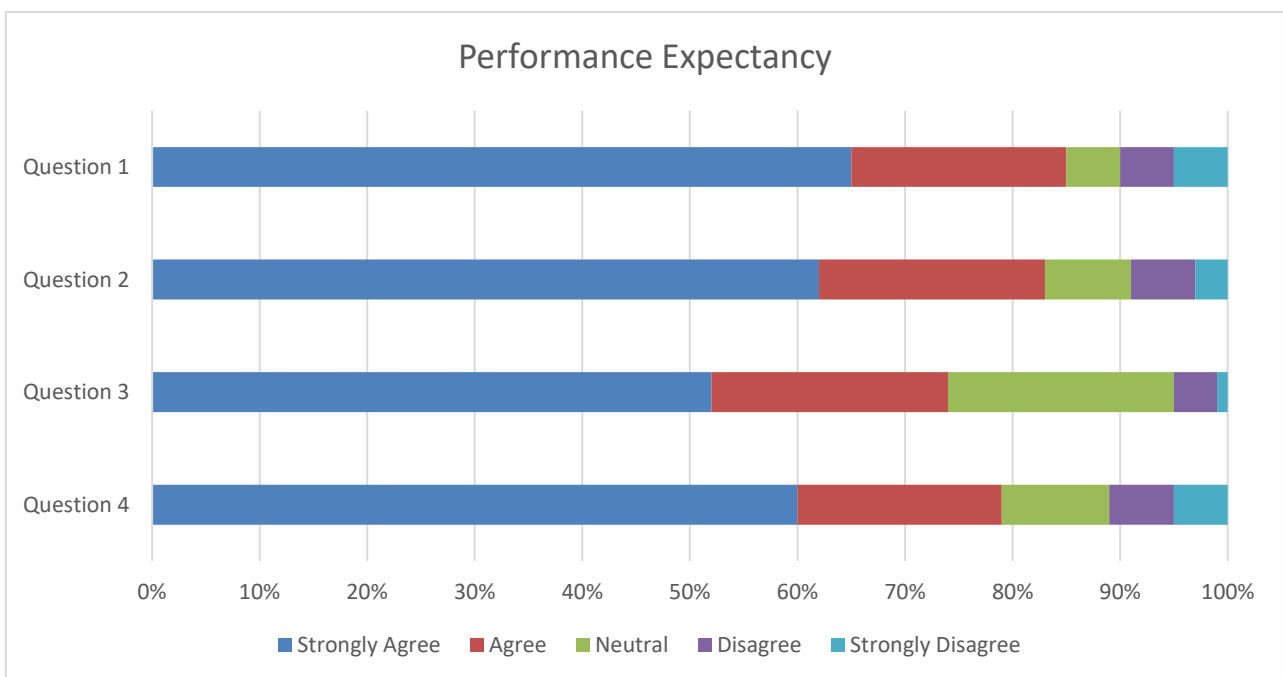


Figure 4 : Performance Expectancy

From the table 2, The data on performance expectancy regarding AI adoption indicates a strong belief among employees that AI technologies will enhance their job performance. 65% of respondents strongly agree that using AI will improve their work efficiency, while 62% feel that AI tools will help them complete tasks more efficiently. Additionally, 52% believe that adopting AI will lead to better outcomes in their work, and 60% agree that AI will improve product quality. These findings suggest that employees perceive significant benefits from AI adoption, which is likely to motivate them to embrace these technologies.

Table 3: **Effort Expectancy**

Effort Expectancy	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Learning to use AI technologies will be easy for me.	46%	50%	2	2	0
2	I feel confident in my ability to use AI tools.	65%	20%	5%	5%	5%
3	Time required to learn AI technologies is reasonable.	62%	21%	8%	6%	3%
4	Using AI won't require excessive effort.	11%	19%	66%	2%	2%

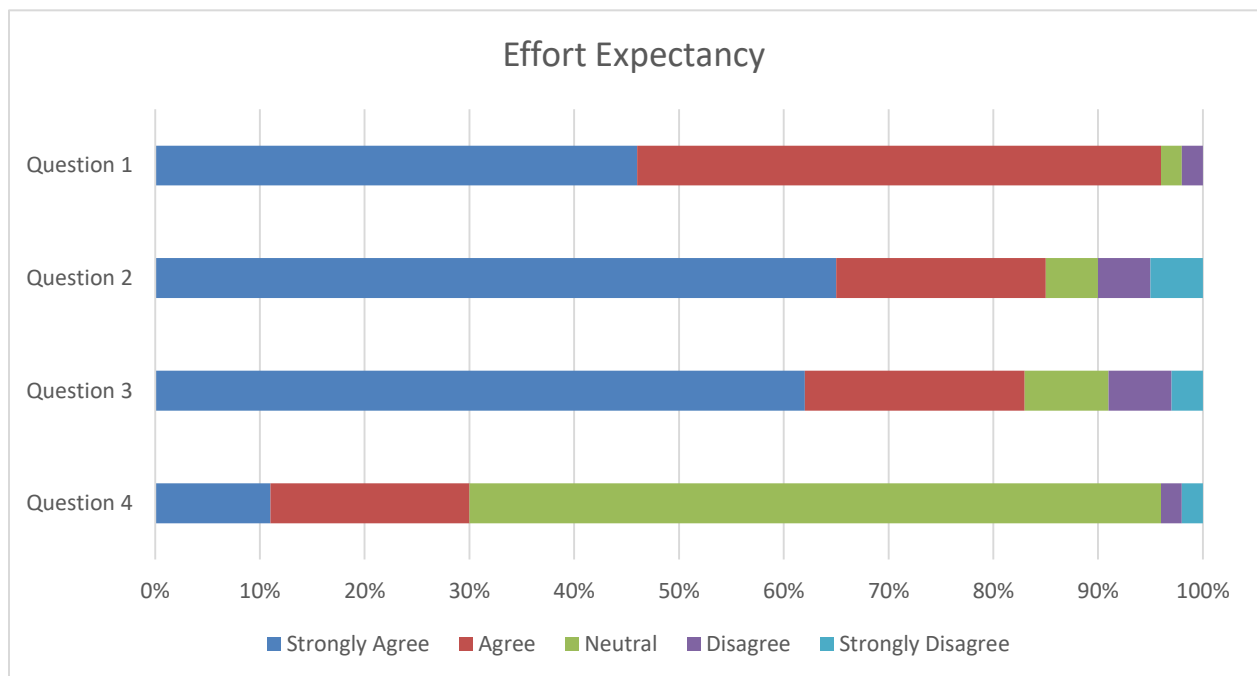


Figure 5 : Effort Expectancy

From the table 3, In terms of effort expectancy, the data reveals a generally positive outlook on the ease of learning and using AI technologies. **46%** of respondents strongly agree that learning to use AI will be easy, with **50%** agreeing as well. A notable **65%** express confidence in their ability to use AI tools, indicating a strong sense of self-efficacy. Furthermore, **62%** believe the time required to learn AI technologies is reasonable. However, only **11%** strongly agree that using AI won't require excessive effort.

effort, with a significant **66%** remaining neutral. This suggests that while many employees feel capable of using AI, there may be concerns about the overall effort involved in its implementation.

Table 4: **Social Influence**

Social Influence	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Do colleagues support the adoption of AI in the workplace?	65%	30%	2%	2%	1%
2	Are peers excited about using AI in their work?	52%	22%	21%	4	1%
3	Does management encourage the adoption of new technologies like AI?	62%	21%	8%	6%	3%
4	Is there a positive attitude towards AI among employees?	11%	19%	66%	2%	2%

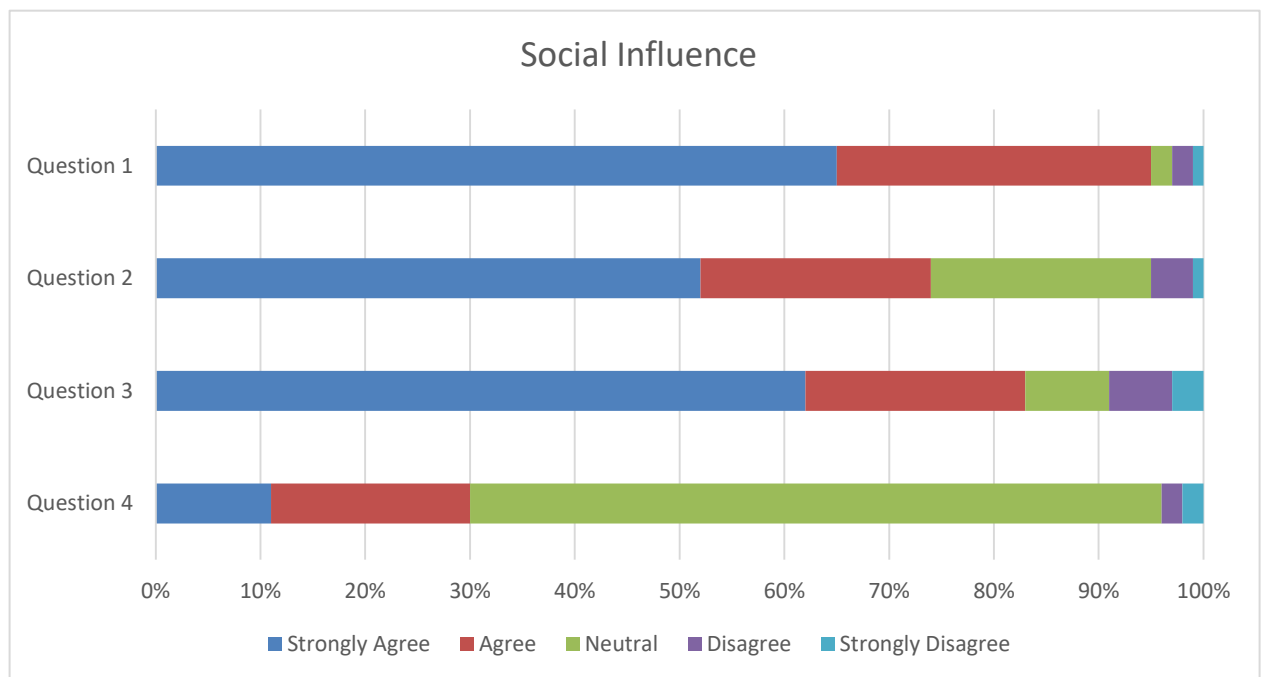


Figure 6 : Social Influence

From the table 4, the data on social influence regarding AI adoption in the workplace reveals a generally positive perception among employees. A substantial 65% of respondents strongly agree that colleagues support AI adoption, while 62% feel management encourages new technologies. However, excitement about using AI is moderate, with only 52% strongly agreeing to peer enthusiasm. Notably, 66% of

employees are neutral about the overall positive attitude towards AI, indicating uncertainty or lack of strong feelings. This suggests that while there is support for AI adoption, more engagement and awareness efforts are needed to foster a more enthusiastic and positive outlook among employees.

Table 5: **Facilitating Conditions**

Facilitating Conditions	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Is access to resources for AI technologies sufficient?	62%	21%	8%	6%	3%
2	Are training programs for AI readily accessible?	52%	22%	21%	4	1%
3	Is there adequate technical support for troubleshooting AI issues?	65%	30%	2%	2%	1%
4	Is the infrastructure sufficient for implementing AI solutions?	30%	65%	2%	2%	1%

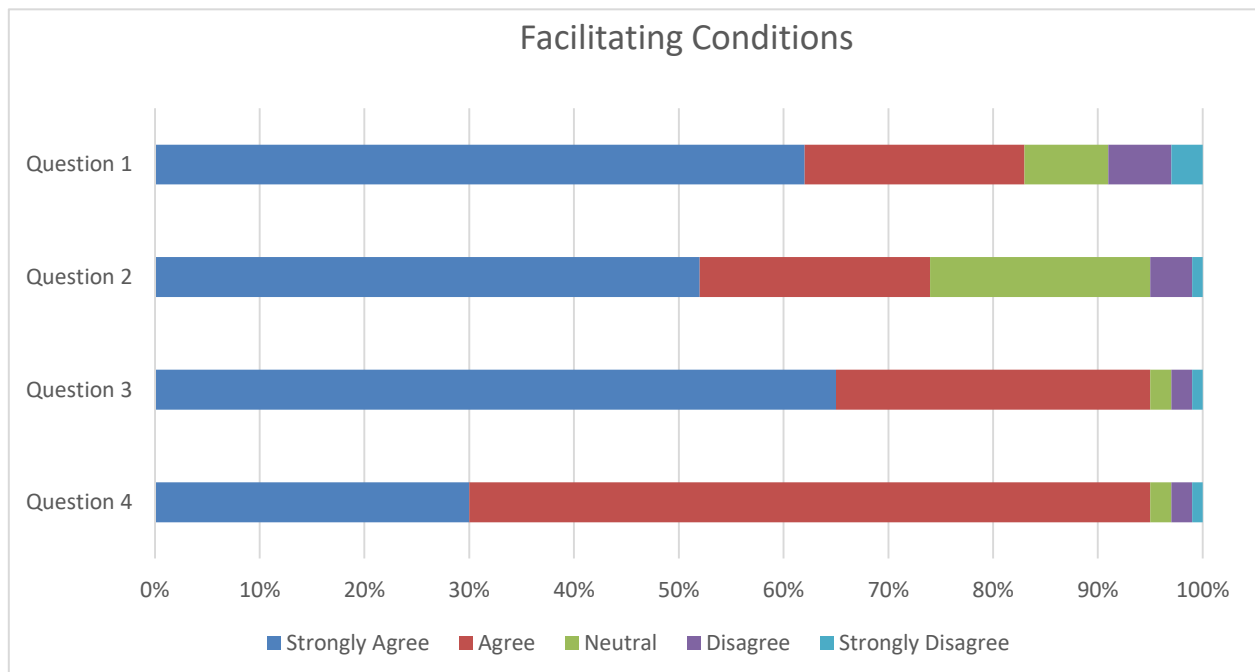


Figure 7 : Facilitating Conditions

From the table 5, the data on facilitating conditions for AI adoption in the workplace indicates a mixed perception among employees. **62%** of respondents strongly agree that access to resources for AI technologies is sufficient, while **21%** agree, suggesting a generally positive view on resource availability. However, only **52%** strongly agree that training programs for AI are readily accessible, indicating room for improvement in training opportunities. A strong **65%** feel there is adequate technical support for troubleshooting AI issues, which is crucial for effective implementation. Conversely, only **30%** believe the infrastructure is sufficient for implementing AI solutions, with **65%** agreeing but not strongly, highlighting potential concerns about the readiness of existing systems to support AI integration. Overall, while there are positive aspects regarding resources and support, the data suggests that enhancing training and infrastructure could further facilitate employee readiness for AI adoption.

Table 6: **Hedonic Motivation**

Hedonic Motivation	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Is using AI enjoyable and engaging?	50%	45%	2%	2%	1%
2	Do AI tools make the job more interesting?	46%	50%	2	2	0
3	Does AI make work more enjoyable?	45%	21%	30%	3%	1%

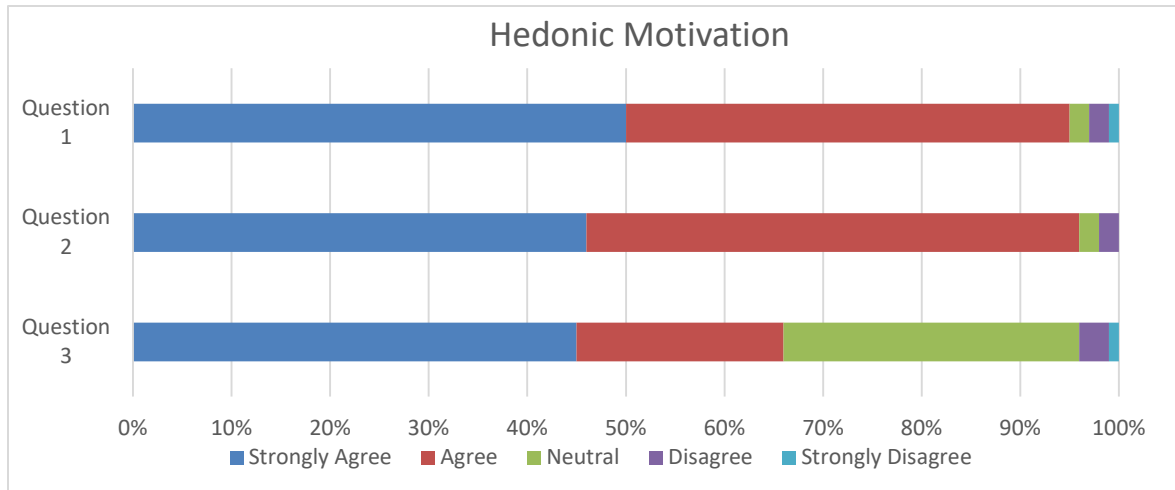


Figure 8: Hedonic Motivation

From the table 6, the data on hedonic motivation regarding AI usage in the workplace reflects a generally positive sentiment among employees. **50%** of respondents strongly agree that using AI is enjoyable and engaging, while **45%** also agree, indicating that a majority find value in the experience of using AI technologies. When asked if AI tools make their jobs more interesting, **46%** strongly agree and **50%** agree, suggesting that these tools contribute positively to job satisfaction. However, perceptions about AI making work more enjoyable are mixed, with only **45%** strongly agreeing and a significant **30%** remaining neutral. This indicates that while there is a notable level of enjoyment associated with AI, there is still uncertainty among some employees about its overall impact on their work experience. Overall, the findings suggest that enhancing the enjoyable aspects of AI could further boost employee engagement and willingness to adopt these technologies.

Table 7: **Trust**

Trust	Criteria	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Will AI systems perform reliably?	48%	30%	20%	1%	1%
2	Do I have confidence in data security when using AI?	50%	45%	2%	1%	2%
3	Will AI not compromise work or product quality?	43%	21%	33%	3%	1%
4	Are the ethical implications of AI adoption being considered?	65%	30%	2%	2%	1%

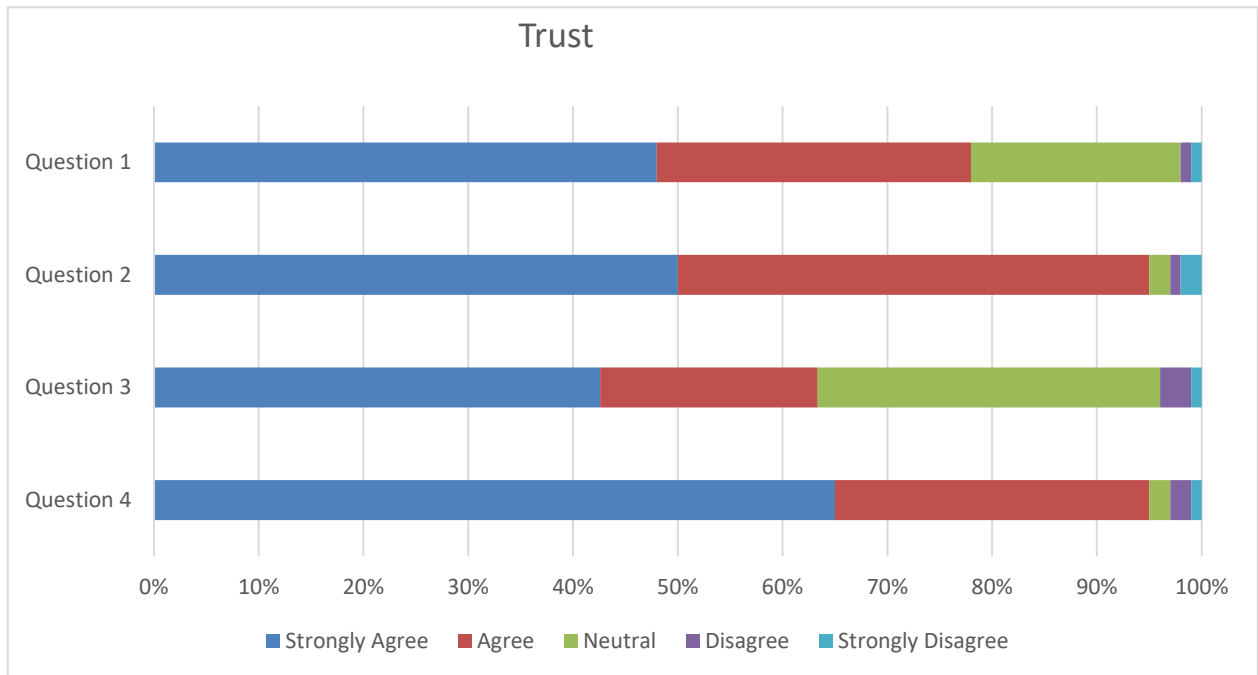


Figure 9: Trust

From the table 7, The data on trust regarding AI adoption in the workplace reveals varying levels of confidence among employees. 48% of respondents strongly agree that AI systems will perform reliably, while 30% agree, indicating a moderate level of trust in the reliability of these systems. When it comes to data security, 50% express strong confidence, and 45% agree, suggesting that employees are generally reassured about the safety of their data when using AI. However, concerns arise regarding the impact of AI on work quality, with only 43% strongly agreeing that AI will not compromise quality, while a significant 33% remain neutral. Notably, there is strong agreement (65%) that ethical implications of AI adoption are being considered, reflecting an awareness and concern for responsible AI use. Overall, while trust in AI systems and data security is relatively high, there are lingering uncertainties about quality assurance and the ethical dimensions of AI implementation.

Chapter 7

Findings , Recommendation & Conclusion

Key Findings:

- **High Expectation of AI Benefits:** 65% of employees believe that using AI technologies will enhance their job performance, with 62% stating that AI tools will help them complete tasks more efficiently.
- **Positive Perception of Outcomes:** 52% of respondents feel that adopting AI will lead to better work outcomes, while 60% agree that it will improve product quality.
- **Ease of Learning:** 46% strongly agree that learning to use AI technologies will be easy, with an additional 50% agreeing.
- **Confidence in Using AI:** A significant 65% express confidence in their ability to use AI tools, although only 11% strongly agree that using AI won't require excessive effort.
- **Supportive Environment:** 65% of employees feel that colleagues support the adoption of AI, and 62% believe management encourages new technologies.
- **Moderate Peer Excitement:** Only 52% express enthusiasm about using AI among peers, indicating a need for more engagement efforts.
- **Resource Availability:** 62% of respondents strongly agree that access to resources for AI technologies is sufficient.
- **Training and Infrastructure Concerns:** While 65% feel there is adequate technical support for troubleshooting; only 30% believe the infrastructure is sufficient for implementing AI solutions.
- **Enjoyment in Using AI:** Half of the respondents (50%) find using AI enjoyable and engaging, which contributes positively to job satisfaction.
- **Mixed Feelings on Job Enjoyment:** Only 45% agree that AI makes work more enjoyable, indicating some uncertainty about its overall impact on job satisfaction.
- **Moderate Trust in Reliability:** 48% strongly agree that AI systems will perform reliably, while only 43% are confident that AI will not compromise work or product quality.
- **Ethical Considerations:** A strong majority (65%) agree that ethical implications of AI adoption are being considered, reflecting awareness and concern regarding responsible usage.

Recommendations:

To facilitate a smoother transition to AI technologies at Silkways Card and Printing Limited, the following recommendations are proposed based on the findings of employee readiness assessments:

- **Develop Comprehensive Training:** Implement structured training programs tailored to different employee roles to ensure everyone is equipped with the necessary skills to utilize AI technologies effectively.
- **Utilize Peer Mentorship:** Establish mentorship initiatives where more experienced employees can guide their peers in learning AI tools, fostering a collaborative learning environment.
- **Upgrade Technical Infrastructure:** Invest in upgrading existing technological infrastructure to support AI integration, ensuring that systems are capable of handling new AI applications.
- **Ensure Resource Availability:** Regularly assess and enhance the availability of resources, such as software tools and technical support, to assist employees in their transition to AI.
- **Promote Open Communication:** Establish channels for employees to voice their concerns and ideas about AI adoption, fostering transparency and inclusivity in the decision-making process..
- **Engage Employees in AI Initiatives:** Involve employees in discussions about AI projects and solicit their input on how these technologies can be implemented effectively within their work processes.
- **Highlight Success Stories:** Share case studies or success stories of AI implementation within the organization or industry to illustrate the potential benefits and encourage enthusiasm among employees.
- **Conduct Ethical Training:** Provide training focused on the ethical implications of AI technologies, ensuring that employees understand responsible usage and data security measures.

By implementing these recommendations, Silkways Card and Printing Limited can enhance employee readiness for AI adoption, leading to a more successful incorporation of these technologies into their operations.

Conclusion :

The integration of AI technologies at Silkways Card and Printing presents a significant opportunity to enhance operational efficiency, but its success is dependent upon understanding and addressing employee readiness. The study emphasizes critical factors influencing acceptance, while also identifying challenges related to social influence and facilitating conditions. To ensure successful implementation, management should prioritize creating a supportive environment that fosters positive attitudes toward AI adoption. This can be achieved by focusing on comprehensive training programs, effective communication strategies; cultural shifts that embrace innovation, adequate resource allocation, emotional engagement initiatives, and continuous feedback mechanisms. By associating the gap between employee intentions and actual utilization of AI technologies through these efforts, Silkways can cultivate a more innovative workforce that is well-prepared to embrace the future of manufacturing enhanced by artificial intelligence.

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