**Interviewee - 20231030\_150234- Meeting Recording**

Introduction and Background  
Perceptions of AI in General  
AI in Studies  
Impact of AI in Facility Management:   
AI in Space Optimization  
Security and privacy  
Conclusion

Interviewer  
All right.

Interviewer  
So to start with the first introductory question, can you briefly introduce yourself and tell me about your experience in facility management studies and what motivated you to pursue this field of study?

Interviewee  
Yeah, so my name is Interviewee.

Interviewee  
I'm 20 years old.

Interviewee  
I'm an exchange here at BUA.

Interviewee  
So I study facility management here, but I normally study in Austria, real estate management and facility management.

Interviewee  
So that's like focusing on both parts.

Interviewee  
My motivation was more the real estate part, but when I got to know like more about facility management, fascinating thing about it was the logical thinking behind it.

Interviewee  
And yeah, you're like possible to work in every company you can imagine because every company might need a facility management.

Interviewee  
That was quite my motivation.

Interviewer  
OK that's a great.

Interviewer  
So what are the top three most important concepts or skills you've learned in your facility management studies so far and how do you see yourself applying these in real life situations.

Interviewee  
So I think like the most important skill is like to look at everything at once.

Interviewee  
So thinking logical, not for getting a small part of the yeah big organization and everything, but also to be adaptable.

Interviewee  
So the skill of adaptability was like 1 skill I learned so far and really find very important.

Interviewee  
To be honest, at first it was really difficult for me to adapt or apply these in my real life.

Interviewee  
But yeah, now I think I developed a sense for these things.

Interviewee  
So yeah, being able to use strict concepts as like, not a part of facility management and what this was like a little bit shocking for me, man.

Interviewee  
Yeah, that's it.

Interviewee  
I think.

Interviewer  
All right.

Interviewer  
Good to know you can apply these skills outside of the studies as well.

Interviewee  
Yeah, that's true.

Interviewer  
OK.

Interviewer  
So on AI in general, when did you first hear about AI?

Interviewer  
And in a few words, how would you describe your understanding of AI?

Interviewee  
So I think I heard about it like two years ago first.

Interviewee  
So when it came to COVID and vaccinations and everything, then I wanted to know more.

Interviewee  
I watched videos and yeah, I don't know, I don't think I learned that much from the videos because I still don't understand the complex topic.

Interviewee  
So it is really difficult for me to understand how this works and everything.

Interviewee  
So I would say, like my understanding of AI is not very good just because it's so complex.

Interviewer  
OK Are there any preconceived notions or fears that you associate with AI?

Interviewer  
And if you do have, then could you elaborate?

Interviewee  
Yeah, like fears is like I'm thinking, I'm a little bit afraid of that.

Interviewee  
People don't have to think themselves anymore, so they have to think.

Interviewee  
They don't have to think about normal things and just rely too much on AI.

Interviewee  
So everyone becomes like a little bit dumb because they might not take need of their brain anymore and just like, type it in ChatGPT.

Interviewee  
Even if it's logical things.

Interviewer  
Yeah, we're gonna get to ChatGPT a bit later on.

Interviewer  
So in your opinion, where is AI most used in today's world?

Interviewee  
So since I'm a student, I would say education because I experience it there very much.

Interviewee  
But I've read an article a week ago that some logistic companies are also using AI very much.

Interviewee  
But like, I don't know many about that, so I would say education,

Interviewer  
OK And in your opinion, how can AI technologies be used to improve the overall experience of students using campus facilities, be it at Buas or at your own university?

Interviewee  
I didn't think about that so much because like I'm not very creative and everything, but maybe when it comes to food or something, making service evaluate evaluating them.

Interviewee  
Like who's region or what do students want to eat or what food was not good, something like that, if it comes to the food thing and everything, But like I can't think of another way right now, it's OK.

Interviewer  
There's no wrong answers here, just just your thoughts and opinions.

Interviewer  
So it's fine.

Interviewee  
Perfect.

Interviewer  
So regarding AI and studies, have you ever used AI tools or applications to assist you in studies?

Interviewer  
Or have they been helpful to you?

Interviewee  
So yes, I've used, we had a statistics exam and we used it to like control our work or just calculate how it will turn out.

Interviewee  
So if it's good or bad because you never know in statistics, yeah, and like also chat.

Interviewee  
GPT is like a important tool for me to just paraphrase some some texts or giving summary.

Interviewee  
So they're really helpful.

Interviewee  
But I'm not using it.

Interviewee  
I think the the way I could so I think I could use it in many different ways but like this is enough for me right now.

Interviewer  
If it's enough then you're using it to what's the capacity for yourself Yeah.

Interviewer  
So specifically for ChatGPT, do you use it frequently and you said you use it for statistical help or like summary and paraphrasing you find you.

Interviewer  
You said you find it quite helpful to to your studies, but can you envision your academic experience without the assistance of AI tools?

Interviewee  
Yeah, I I think I will have to put more effort in my assignments and everything if ChatGPT was not available for me.

Interviewee  
So if AI was not a possibility, but I don't think it will be, it would have an impact on me or anything.

Interviewee  
So it's just make it easier for me to maybe paraphrase some parts or summarize a long article we have to read or something like that.

Interviewer  
OK.

Interviewer  
Now on to AI and facility management.

Interviewer  
And what specific aspect of facility management do you believe AI will play a significant role, for example, like energy efficiency or predictive maintenance and so on and so forth.

Interviewee  
So I think like the main point I can imagine AI and facility management is like collecting and organizing the data it receives and use this data to develop like some improvements to the building performance.

Interviewee  
Also when it comes to energy efficiency like collecting the data of some of the, yeah, energy consuming parts of the building and then seeing how we can develop, yeah, maybe sustainable or energy efficient way of using energy.

Interviewer  
All right, That's great.

Interviewer  
And do you think AI can assist in space optimization within facility?

Interviewee  
Yeah, so I think like space optimization in case of workspace, right.

Interviewer  
Yeah, essentially.

Interviewee  
So yeah, I thought of workers being in Home Office so they won't use their workspace when they are Home Office.

Interviewee  
So maybe AI is able to collect some data who is in Home Office on which days, how often, and then develop like a smart workspace model to save some space and also energy.

Interviewer  
All right, great.

Interviewer  
And while AI offers many potential benefits, do you think there are any drawbacks or concerns you associate with its use in facility management?

Interviewer  
And if yes, what are these concerns and do you think they are like really significant or not that significant?

Interviewee  
To be honest, I don't, I can't think of any concerns right now.

Interviewee  
So I don't have any concerns about it using it in facility management.

Interviewee  
So I don't think so there are any.

Interviewer  
OK, OK, that's also a valid answer.

Interviewer  
And do you believe that perceptions and attitudes towards the use of AI and facility management vary among different age groups?

Interviewer  
And do you think age influences these perceptions?

Interviewee  
So I think people who didn't grow up with new technology and being confronted with new things when growing up are more afraid of AI taking over the job or something.

Interviewee  
So older people, when I can say that, might be scared of that because they just didn't grow up with technology and don't know how it is going and everything functioning.

Interviewee  
But I think young people might think more optimistically about it and see it as a helpful tool.

Interviewer  
OK, OK.

Interviewer  
In your opinion, should students be actively involved in decisions related to AI implementation of facility management in the curriculum?

Interviewee  
Yeah, I think so.

Interviewee  
AI is a topic now and it somehow will be implemented in facility management.

Interviewee  
So it's also important for the students to learn it how that is going and to use and purpose of it.

Interviewee  
So yes, I think it they should be involved.

Interviewer  
OK.

Interviewer  
And do you think there might be variations in perception among different age groups that impact the adoption and integration of AI driven solutions in the field of facility management?

Interviewer  
So if different age groups would for example believe that it would be useful or if it wouldn't be useful in the in the future.

Interviewee  
Yeah, like mentioned before I think and all people are a little bit sceptical about it.

Interviewee  
So since more people with knowledge, so that are mostly elderly people own the facility management companies or ours and yeah, the highest facility manager and some companies.

Interviewee  
So they decide if it's going to be used end of day thing like AI is going to replace them as workers, they won't take advantage of it.

Interviewee  
So I think that's like an impact that's like severe.

Interviewer  
OK, OK.

Interviewer  
So regarding the impact of AI and facility management, how important do you think is the use of artificial intelligence and facility management?

Interviewee  
So basically I think AI is the future of like an every kind of business field.

Interviewee  
So it is important that it's now implemented to learn how to deal with it.

Interviewee  
So, yeah, OK.

Interviewer  
And in your opinion, what impact will the integration of AI have on the practice of facility management in the coming years?

Judtih  
So I just think that it will make work easier for some facility management managers and like I think it's possible to avoid mistakes.

Interviewee  
So I I can like, maybe, yeah, maybe it's not free of mistakes, but it can avoid mistakes better than humans can.

Interviewer  
OK, And do you believe that introducing artificial intelligence into facility management is necessary to meet future challenges and demands effectively?

Interviewee  
So wait, wait, wait.

Interviewee  
I'm reading the question again.

Interviewee  
Just got confused.

Interviewer  
It's OK.

Interviewer  
Essentially, do you think that integrating AI into facility management is going to become a necessity in the future to meet demands of clients?

Interviewee  
So I think humans are still smarter or more adaptable than some artificial intelligence might be, and humans can adapt to situations more fastly, I think so I don't think AI is necessary, but it makes work easier and faster, so it will be the future.

Interviewer  
OK, OK.

Interviewer  
And could you provide some insights into when AI should be ideally used in facility management processes?

Interviewer  
And are there specific scenarios or tasks where AI could be particularly valuable?

Interviewee  
That's a difficult question.

Interviewee  
So, so when it should be implemented as like from the moment on now I think so it's like a good contribution to facility management I think and like we should not lose time and try it to.

Interviewee  
Yeah, implemented a few times and then starting to use it, all right.

Interviewer  
OK.

Interviewer  
And in what specific aspects of facility management do you think AI will play a key role?

Interviewer  
And are there any areas where AI could potentially revolutionize the way things are currently done?

Interviewee  
I think the most important role or field of facility management is collecting and evaluating or elaborating on the data.

Interviewee  
Because I think sometimes humans are overwhelmed and everything and just AI will make that fast and everything and perfect.

Interviewee  
So I think that's like Revolution and the data and the, yeah, Evaluation of the data.

Interviewer  
OK, OK.

Interviewer  
OK.

Interviewer  
So final concluding questions.

Interviewer  
What excites you the most about the potential applications of AI and facility management?

Interviewee  
So I'm really curious about how the teaching of AI and the facility management is going to be.

Interviewee  
So like I if you study facility management, how the professors are going to talk about AI and when they are going to do it.

Interviewee  
So if it's if it will take like 10 years that they are even talking about it when it's like a topic for already, I don't know many years or if they start now with teaching the use of it and everything.

Interviewee  
So that's I think really some interesting thing I would like to see.

Interviewer  
OK, that's great.

Interviewer  
And to finish off, is there anything else you would like to add regarding your thoughts on AI and its role in the future of facility management?

Interviewee  
I don't think so.

Interviewee  
I think I said everything, I thought about it.

Interviewee  
OK.

Interviewer  
Well, thank you so much for your time.

Interviewer  
I really appreciate it.

Interviewee  
Yeah.

Interviewee  
Good luck with your assignment and everything.

Interviewer  
Thank you so much.

Interviewer  
Bye, bye.  
Interviewee  
Bye.