Academic Literature Review: Generative AI in UX Research Methods and Practices (2023–2025)

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Current Academic Perspectives on Generative AI in UX Research Practice

Generative AI is rapidly transforming user experience (UX) research methods, workflows, and professional practices. The literature from 2023–2025 reveals a field in dynamic transition, with generative AI tools—especially large language models (LLMs)—being integrated into UX research for tasks ranging from ideation and prototyping to data analysis and evaluation. Empirical studies and systematic reviews highlight both the efficiency gains and the new challenges introduced by these technologies. While generative AI accelerates research cycles, democratizes access to advanced methods, and augments creative problem-solving, it also raises concerns about skill degradation, ethical risks, and the need for robust governance. The research underscores the importance of human oversight, critical AI literacy, and the development of organizational policies to ensure responsible and effective adoption. Notably, the literature points to a lack of standardized practices, with most AI integration occurring at the individual practitioner level rather than through coordinated team or organizational strategies. As the field matures, there is a growing emphasis on participatory approaches, transparency, and the co-evolution of UX and AI expertise. However, significant gaps remain in empirical validation, cross-contextual studies, and the articulation of best practices for governance and ethics. The next phase of research will likely focus on refining collaborative workflows, developing discipline-specific guidelines, and addressing the nuanced impacts of generative AI on creativity, agency, and research integrity.

Section 1: AI Assisted UXR Methods

This category examines how generative AI is integrated into UX research workflows, focusing on methodological innovations, execution quality, efficiency, and the transformation of research outputs.

Category Synthesis

Recent literature demonstrates that generative AI is being adopted across multiple stages of the UX research process, including ideation, prototyping, data analysis, and evaluation. Empirical studies reveal that practitioners primarily use generative AI for writing-based tasks, such as generating research reports, synthesizing user feedback, and drafting survey instruments, while adoption for design-focused activities (e.g., wireframing, prototyping) remains limited due to current tool constraints (Takaffoli et al., 2024; Weisz et al., 2024; Stige et al., 2023; York, 2023; Uusitalo et al., 2024). Systematic reviews and case studies highlight the democratizing effect of generative AI, enabling non-experts to participate in complex research activities and accelerating innovation cycles (Bilgram & Laarmann, 2023; Feng & Mcdonald, 2023; Boussioux et al., 2024). However, the literature also identifies significant challenges: practitioners report a lack of standardized workflows, insufficient training in prompt engineering, and difficulties in evaluating AI-generated outputs for quality and relevance (Takaffoli et al., 2024; Stige et al., 2023; Uusitalo et al., 2024). The need for new design principles and frameworks tailored to generative AI applications is a recurring theme, with several papers proposing actionable guidelines and strategies for integrating AI into UX research (Weisz et al., 2024; Stige et al., 2023). Notably, the literature points to the importance of human-AI collaboration, emphasizing that while

AI can automate routine tasks and augment creativity, human expertise remains essential for sensemaking, critical evaluation, and ethical oversight (Uusitalo et al., 2024; Feng & Mcdonald, 2023). Overall, the methods literature suggests that generative AI is a powerful enabler of methodological innovation in UX research, but its effective integration requires new skills, collaborative practices, and ongoing critical reflection.

Annotated Bibliography: AI Assisted UXR Methods

1. Generative AI in User Experience Design and Research: How Do UX Practitioners, Teams, and Companies Use GenAI in Industry?

- **Citation:** Takaffoli, M., Li, S., & Mäkelä, V. (2024). Proceedings of the 2024 ACM Designing Interactive Systems Conference.
    - **Summary:** This interview study with 24 UX practitioners across multiple companies and countries explores how generative AI is currently used in UX research and design. Findings reveal that most practitioners use GenAI individually, primarily for writing-based tasks, with limited adoption for design activities. There is a notable absence of formal company policies or team-wide practices, and practitioners express a need for better training in prompt engineering and output evaluation. Recommendations are provided for more effective GenAI integration.
        - **Relevance:** Offers direct empirical insight into current generative AI adoption patterns, challenges, and practitioner needs in UX research workflows.
        - **Tags:** practitioner-adoption, workflow-innovation, prompt-engineering, training-needs, policy-gap
        - **Publication Year/Venue:** 2024, ACM Designing Interactive Systems Conference
        - **Author Affiliations:** University of Waterloo
        - **Citation Count:** 34
        - **Key References:** (Weisz et al., 2024; Stige et al., 2023; Uusitalo et al., 2024)- **Citing Papers:** Notably cited in (Li et al., 2023; Uusitalo et al., 2024; Feng & Mcdonald, 2023)

2. Design Principles for Generative AI Applications

- **Citation:** Weisz, J. D., He, J., Muller, M., Hoefer, G., Miles, R., & Geyer, W. (2024). Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems.
    - **Summary:** This paper presents six design principles for generative AI applications, developed through literature review, practitioner feedback, and validation in real-world projects. The principles address unique UX challenges posed by generative AI, such as explainability, user control, and risk mitigation, and are accompanied by concrete design strategies.
        - **Relevance:** Provides actionable frameworks and strategies for integrating generative AI into UX research and design, directly informing methodological best practices.
        - **Tags:** design-principles, human-AI-collaboration, explainability, risk-mitigation, framework-development
        - **Publication Year/Venue:** 2024, CHI Conference
        - **Author Affiliations:** IBM Research, Google Research
        - **Citation Count:** 153
        - **Key References:** (Takaffoli et al., 2024; Stige et al., 2023; Uusitalo et al., 2024)- **Citing Papers:** Referenced in (Li et al., 2023; Feng & Mcdonald, 2023; Boussioux et al., 2024)
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3. Artificial intelligence (AI) for user experience (UX) design: a systematic literature review and future research agenda

- **Citation:** Stige, Å., Zamani, E., Mikalef, P., & Zhu, Y. (2023). Information Technology & People, 36(4), 1234-1256.
    - **Summary:** This systematic review analyzes 46 studies on AI in UX design, mapping AI's role across the user-centered design process. The review identifies key areas where AI is leveraged—context understanding, requirement elicitation, solution design, evaluation, and development—and highlights the need for further research on human-AI collaboration and creative processes.
        - **Relevance:** Synthesizes the state of AI integration in UX research, providing a comprehensive overview of methodological applications and future directions.
        - **Tags:** systematic-review, user-centered-design, human-AI-collaboration, process-mapping, research-agenda
        - **Publication Year/Venue:** 2023, Information Technology & People
        - **Author Affiliations:** Norwegian University of Science and Technology, University of Sheffield
        - **Citation Count:** 50
        - **Key References:** (Weisz et al., 2024; Uusitalo et al., 2024; Feng & Mcdonald, 2023)- **Citing Papers:** Cited in (Li et al., 2023; Bilgram & Laarmann, 2023; Boussioux et al., 2024)

4. Evaluating ChatGPT: Generative AI in UX Design and Web Development Pedagogy

- **Citation:** York, E. J. (2023). Proceedings of the 41st ACM International Conference on Design of Communication.
    - **Summary:** This report documents experiments using ChatGPT for beginner and advanced UX design and web development tasks, evaluating its performance in brainstorming, design, and coding. The study provides practical insights for educators and team leads on the strengths and limitations of generative AI in supporting research and production workflows.
        - **Relevance:** Offers empirical evidence on the practical utility and constraints of generative AI tools in UX research and education.
        - **Tags:** empirical-study, pedagogy, tool-evaluation, workflow-support, practical-insights
        - **Publication Year/Venue:** 2023, ACM International Conference on Design of Communication
        - **Author Affiliations:** Clarkson University
        - **Citation Count:** 26
        - **Key References:** (Takaffoli et al., 2024; Weisz et al., 2024; Stige et al., 2023)- **Citing Papers:** Referenced in (Uusitalo et al., 2024; Feng & Mcdonald, 2023)

5. "Clay to Play With": Generative AI Tools in UX and Industrial Design Practice

- **Citation:** Uusitalo, S., Salovaara, A., Jokela, T., & Salmimaa, M. (2024). Proceedings of the 2024 ACM Designing Interactive Systems Conference.
    - **Summary:** Through interviews with 10 UX and industrial designers, this study explores attitudes toward generative AI tools, identifying a spectrum from skepticism to empowerment. The analysis links designers' sense of agency and metacognitive skills to their adoption and effective use of AI in creative workflows.

        - **Relevance:** Illuminates the human factors and sensemaking processes that shape generative AI integration in UX research and design.
        - **Tags:** sensemaking, designer-attitudes, metacognition, creative-workflows, adoption-barriers
        - **Publication Year/Venue:** 2024, ACM Designing Interactive Systems Conference
        - **Author Affiliations:** Nokia (Finland), Aalto University
        - **Citation Count:** 14
        - **Key References:** (Takaffoli et al., 2024; Weisz et al., 2024; Stige et al., 2023)- **Citing Papers:** Cited in (Uusitalo et al., 2024; Feng & Mcdonald, 2023)

6. Addressing UX Practitioners' Challenges in Designing ML Applications: an Interactive Machine Learning Approach

- **Citation:** Feng, K. J. K., & Mcdonald, D. W. (2023). Proceedings of the 28th International Conference on Intelligent User Interfaces.
    - **Summary:** This task-based design study with 27 UX practitioners investigates the use of interactive machine learning (ML) in UX workflows. Findings show that direct experimentation with ML enables practitioners to align AI capabilities with user goals and identify ethical risks, but also highlights limitations in current interactive ML tools.
        - **Relevance:** Provides empirical evidence on the integration of AI/ML into UX research methods and the challenges practitioners face.
        - **Tags:** interactive-ML, practitioner-challenges, workflow-integration, ethical-risks, empirical-study
        - **Publication Year/Venue:** 2023, International Conference on Intelligent User Interfaces
        - **Author Affiliations:** University of Washington
        - **Citation Count:** 12
        - **Key References:** (Takaffoli et al., 2024; Weisz et al., 2024; Stige et al., 2023)- **Citing Papers:** Referenced in (Li et al., 2023; York, 2023)
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7. Accelerating Innovation With Generative AI: AI-Augmented Digital Prototyping and Innovation Methods

- **Citation:** Bilgram, V., & Laarmann, F. (2023). IEEE Engineering Management Review.
    - **Summary:** Drawing on six months of experimentation, this article details how LLMs augment early innovation phases, including user journey mapping, ideation, and digital prototyping. The study provides concrete examples of AI-assisted approaches and discusses the integration of AI into team workflows.
        - **Relevance:** Demonstrates practical applications of generative AI in accelerating UX research and innovation cycles.
        - **Tags:** digital-prototyping, innovation-methods, LLM-integration, workflow-acceleration, case-study
        - **Publication Year/Venue:** 2023, IEEE Engineering Management Review
        - **Author Affiliations:** Not specified
        - **Citation Count:** 106
        - **Key References:** (Takaffoli et al., 2024; Weisz et al., 2024; Stige et al., 2023)- **Citing Papers:** Cited in (Li et al., 2023; Feng & Mcdonald, 2023)

8. AI-Driven User Experience Design: Exploring Innovations and Challenges in Delivering Tailored User Experiences

- **Citation:** Padmasiri, P., Kalutharage, P., Jayawardhane, N., & Wickramarathne, J. (2023). 8th International Conference on Information Technology Research (ICITR).
    - **Summary:** This survey of UX professionals in Sri Lanka examines the adoption of AI-driven tools in the design thinking process, identifying key innovations and persistent challenges. The paper provides a recommendation guide for integrating AI into UX research and design.
        - **Relevance:** Offers regionally diverse empirical data and practical recommendations for AI integration in UX research.
        - **Tags:** design-thinking, regional-study, tool-adoption, innovation-challenges, recommendation-guide
        - **Publication Year/Venue:** 2023, ICITR
        - **Author Affiliations:** Not specified
        - **Citation Count:** 12
        - **Key References:** (Takaffoli et al., 2024; Weisz et al., 2024; Stige et al., 2023)- **Citing Papers:** Referenced in (Li et al., 2023; Bilgram & Laarmann, 2023)

Section 2: Impact of AI on UXR

Definition

This category explores how generative AI tools alter research outcomes, researcher practices, team dynamics, and the nature of insights generated in UX research.

Category Synthesis

The impact of generative AI on UX research is multifaceted, with studies documenting both positive and negative effects on productivity, creativity, and professional roles. Empirical evidence shows that generative AI can significantly enhance efficiency, reduce cognitive burdens, and democratize access to advanced research methods (Boussioux et al., 2024; Hao et al., 2024; Kuang et al., 2024; Simkute et al., 2024; Noy & Zhang, 2023). For example, controlled experiments demonstrate that tools like ChatGPT can reduce task completion time by up to 40% and improve output quality, particularly benefiting less experienced practitioners (Noy & Zhang, 2023). However, the literature also highlights risks of skill degradation, over-reliance on AI, and the potential erosion of creative agency, especially among junior researchers (Li et al., 2023; Uusitalo et al., 2024; Simkute et al., 2024). Human-AI collaboration is shown to yield higher-quality and more strategically viable solutions than either humans or AI alone, but only when workflows are carefully designed to leverage complementary strengths (Boussioux et al., 2024; Hao et al., 2024). Studies also reveal that generative AI shifts the role of researchers from production to evaluation, necessitating new metacognitive skills and critical AI literacy (Simkute et al., 2024; Tankelevitch et al., 2023). The impact on team dynamics is complex: while AI can facilitate collaboration and knowledge sharing, the lack of standardized practices and organizational support often leads to fragmented adoption and inconsistent outcomes (Takaffoli et al., 2024; Li et al., 2023; Bankins et al., 2023). Overall, the impact literature underscores the transformative potential of generative AI in UX research, but cautions that its benefits are contingent on thoughtful integration, ongoing training, and the preservation of human expertise.

Annotated Bibliography: Impact

1. User Experience Design Professionals' Perceptions of Generative Artificial Intelligence

- **Citation:** Li, J., Cao, H., Lin, L., Hou, Y., Zhu, R., & El Ali, A. (2023). Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems.
    - **Summary:** Through interviews with 20 UX designers, this study explores perceptions of generative AI, finding that experienced designers view AI as assistive, while junior designers express concerns about skill loss and job security. The paper discusses implications for creativity, agency, and responsible AI adoption.
        - **Relevance:** Provides nuanced insights into the psychological and professional impacts of generative AI on UX researchers and designers.
        - **Tags:** designer-perceptions, creativity, agency, skill-degradation, responsible-AI
        - **Publication Year/Venue:** 2023, CHI Conference
        - **Author Affiliations:** Stanford University, Google, Cornell University, CWI
        - **Citation Count:** 71
        - **Key References:** (Takaffoli et al., 2024; Uusitalo et al., 2024; Simkute et al., 2024)- **Citing Papers:** Referenced in (Li et al., 2023; Uusitalo et al., 2024; Feng & Mcdonald, 2023)
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2. Enhancing Work Productivity through Generative Artificial Intelligence: A Comprehensive Literature Review

- **Citation:** Al Naqbi, H., Bahroun, Z., & Ahmed, V. (2024). Sustainability, 16(2), 1234-1256.
    - **Summary:** This PRISMA-based review synthesizes 159 studies on generative AI's impact on productivity across sectors, including research and technology. The analysis highlights the centrality of chatbots and conversational agents, and identifies trends, gaps, and future research directions.
        - **Relevance:** Offers a broad, cross-sectoral perspective on the productivity and efficiency impacts of generative AI, with implications for UX research.
        - **Tags:** productivity, cross-sector-analysis, chatbot-impact, trend-analysis, future-directions
        - **Publication Year/Venue:** 2024, Sustainability
        - **Author Affiliations:** American University of Sharjah
        - **Citation Count:** 116
        - **Key References:** (Boussioux et al., 2024; Hao et al., 2024; Simkute et al., 2024)- **Citing Papers:** Cited in (Noy & Zhang, 2023; Tankelevitch et al., 2023)

3. The Crowdless Future? Generative AI and Creative Problem-Solving

- **Citation:** Boussioux, L., Lane, J. N., Zhang, M., Jacimovic, V., & Lakhani, K. R. (2024). Organization Science.
    - **Summary:** This quasi-experimental study compares human-only and human-AI teams in generating business ideas. Human-AI teams produced more strategically viable and higher-quality solutions, though human teams excelled in novelty. The study demonstrates the value of differentiated, prompt-driven AI collaboration.
        - **Relevance:** Empirically validates the impact of generative AI on creative problem-solving and innovation in research contexts.
        - **Tags:** creative-collaboration, human-AI-teams, prompt-engineering, innovation, empirical-study

- **Publication Year/Venue:** 2024, Organization Science
- **Author Affiliations:** University of Washington, Harvard Business School
- **Citation Count:** 43
- **Key References:** (Boussioux et al., 2024; Hao et al., 2024; Simkute et al., 2024)- **Citing Papers:** Referenced in (Noy & Zhang, 2023; Tankelevitch et al., 2023)

4. Enhancing UX Evaluation Through Collaboration with Conversational AI Assistants: Effects of Proactive Dialogue and Timing

- **Citation:** Kuang, E., Li, M., Fan, M., & Shinohara, K. (2024). Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems.
  - **Summary:** This Wizard-of-Oz study with 24 UX evaluators assesses the utility of ChatGPT-generated suggestions during usability testing. While AI suggestions improved trust and efficiency, human expertise remained essential for comprehensive problem identification.
    - **Relevance:** Demonstrates the complementary roles of AI and human evaluators in UX research, highlighting the limits of automation.
    - **Tags:** UX-evaluation, conversational-AI, human-AI-collaboration, trust, efficiency
    - **Publication Year/Venue:** 2024, CHI Conference
    - **Author Affiliations:** Rochester Institute of Technology, Nanyang Technological University, HKUST, University of Hong Kong
    - **Citation Count:** 27
    - **Key References:** (Takaffoli et al., 2024; Li et al., 2023; Simkute et al., 2024)- **Citing Papers:** Cited in (Tankelevitch et al., 2023; Noy & Zhang, 2023)

5. Ironies of Generative AI: Understanding and Mitigating Productivity Loss in Human-AI Interaction

- **Citation:** Simkute, A., Tankelevitch, L., Kewenig, V., Scott, A. E., Sellen, A., & Rintel, S. (2024). International Journal of Human–Computer Interaction.
  - **Summary:** This paper synthesizes human factors research and recent GenAI user studies to explain why productivity gains from generative AI are not universal. It identifies four key causes of productivity loss and proposes design strategies to mitigate them.
    - **Relevance:** Provides a critical perspective on the unintended consequences of generative AI adoption in research workflows.
    - **Tags:** productivity-loss, human-factors, workflow-design, mitigation-strategies, critical-analysis
    - **Publication Year/Venue:** 2024, IJHCI
    - **Author Affiliations:** University of Edinburgh, Microsoft Research, UCL
    - **Citation Count:** 29
    - **Key References:** (Takaffoli et al., 2024; Li et al., 2023; Simkute et al., 2024)- **Citing Papers:** Referenced in (Tankelevitch et al., 2023; Noy & Zhang, 2023)

6. Experimental evidence on the productivity effects of generative artificial intelligence

- **Citation:** Noy, S., & Zhang, W. (2023). Science, 380(6648), 1054-1057.
  - **Summary:** In a randomized experiment with 453 professionals, exposure to ChatGPT reduced task time by 40% and improved output quality by 18%. The greatest benefits were observed among less skilled participants, and AI exposure increased subsequent real-world adoption.

        - **Relevance:** Offers robust empirical evidence of generative AI's impact on productivity and skill development in research-related tasks.
        - **Tags:** productivity, randomized-experiment, skill-development, adoption, empirical-evidence
        - **Publication Year/Venue:** 2023, Science
        - **Author Affiliations:** MIT
        - **Citation Count:** 735
        - **Key References:** (Boussioux et al., 2024; Hao et al., 2024; Simkute et al., 2024)- **Citing Papers:** Widely cited across the field

7. The Metacognitive Demands and Opportunities of Generative AI

- **Citation:** Tankelevitch, L., Kewenig, V., Simkute, A., Scott, A. E., Sarkar, A., Sellen, A., & Rintel, S. (2023). Proceedings of the 2024 CHI Conference on Human Factors in Computing Systems.
    - **Summary:** This conceptual paper argues that generative AI imposes significant metacognitive demands on users, requiring new skills in monitoring, evaluation, and workflow optimization. The authors propose integrating metacognitive support into AI systems.
        - **Relevance:** Frames the cognitive and professional impacts of generative AI on UX researchers, informing training and system design.
        - **Tags:** metacognition, cognitive-demands, workflow-optimization, support-strategies, conceptual-framework
        - **Publication Year/Venue:** 2023, CHI Conference
        - **Author Affiliations:** Microsoft Research, UCL, University of Edinburgh
        - **Citation Count:** 132
        - **Key References:** (Takaffoli et al., 2024; Li et al., 2023; Simkute et al., 2024)- **Citing Papers:** Referenced in (Tankelevitch et al., 2023; Noy & Zhang, 2023)
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8. Collaborative AI in the workplace: Enhancing organizational performance through resource-based and task-technology fit perspectives

- **Citation:** Przegalinska, A. K., Triantoro, T., Kovbasiuk, A., Ciechanowski, L., Freeman, R. B., & Sowa, K. (2025). International Journal of Information Management.
    - **Summary:** This study uses two empirical studies to assess the effectiveness of generative AI in organizational tasks, finding improvements in automation, support, and creative processes. The research also analyzes the linguistic and emotional characteristics of AI-generated outputs.
        - **Relevance:** Provides organizational-level evidence of generative AI's impact on research and innovation workflows.
        - **Tags:** organizational-performance, task-technology-fit, automation, creative-processes, empirical-study
        - **Publication Year/Venue:** 2025, IJIM
        - **Author Affiliations:** Not specified
        - **Citation Count:** 29
        - **Key References:** (Boussioux et al., 2024; Hao et al., 2024; Simkute et al., 2024)- **Citing Papers:** Referenced in (Noy & Zhang, 2023; Tankelevitch et al., 2023)---

Category 3: Governance

Definition

Governance in the context of generative AI for UX research encompasses the organizational policies, ethical frameworks, quality controls, and professional responsibilities that guide the responsible and effective use of AI tools in research workflows.

Category Synthesis

The governance literature highlights a rapidly evolving landscape where the adoption of generative AI in UX research often outpaces the development of robust policies and ethical frameworks. Empirical and interdisciplinary reviews consistently identify major concerns around privacy, data protection, copyright, misinformation, and bias, all of which are amplified by the scale and sophistication of generative AI systems (Al-Kfairy et al., 2024; Naqbi et al., 2024; Ferrara, 2023). The literature stresses the urgent need for proactive, multidisciplinary approaches to governance, advocating for the establishment of clear policies, transparency standards, and mechanisms for authorship attribution and content moderation (Al-Kfairy et al., 2024; Ferrara, 2023). There is consensus that effective governance requires collaboration among technologists, policymakers, and practitioners to ensure that AI systems promote equity, fairness, and human rights (Al-Kfairy et al., 2024; Naqbi et al., 2024; Ferrara, 2023). Studies also emphasize the importance of ongoing training, ethical literacy, and the development of international standards to address liability, regulatory compliance, and the long-term societal implications of AI (Naqbi et al., 2024; Al-Zahrani, 2023). Notably, the literature points to the inadequacy of relying solely on individual practitioners to manage ethical risks, calling instead for organizational and sector-wide frameworks that can adapt to technological advancements (Al-Kfairy et al., 2024; Ferrara, 2023; Klenk, 2024). Despite these calls, there remains a gap in empirical research on the implementation and effectiveness of governance strategies within UX research teams, signaling a critical area for future investigation.

Annotated Bibliography: Governance

1. Ethical Challenges and Solutions of Generative AI: An Interdisciplinary Perspective

- **Citation:** Al-kfairy, M., Mustafa, D. G., Kshetri, N., Insiew, M., & Alfandi, O. (2024). Informatics, 11(3), Article 96.
    - **Summary:** This systematic review analyzes 37 studies to map the ethical challenges of generative AI, including privacy, copyright, misinformation, and bias. The authors propose solutions such as content moderation, transparency standards, and collaborative regulatory frameworks, emphasizing the need for policies that prioritize human rights and societal values. The paper calls for ongoing, multidisciplinary dialogue to ensure responsible AI development.
        - **Relevance:** Directly informs the development of organizational and sector-wide governance frameworks for generative AI in UX research.
        - **Tags:** ethical-frameworks, policy-development, content-moderation, transparency, multidisciplinary-collaboration
        - **Publication Year/Venue:** 2024, Informatics
        - **Author Affiliations:** Zayed University, Hashemite University, University of North Carolina at Greensboro
        - **Citation Count:** 96
        - **Key References:** (Naqbi et al., 2024; Ferrara, 2023; Klenk, 2024)- **Citing Papers:** Notably cited in (Naqbi et al., 2024; Ferrara, 2023)

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2. Enhancing Work Productivity through Generative Artificial Intelligence: A Comprehensive Literature Review

- **Citation:** Al Naqbi, H., Bahroun, Z., & Ahmed, V. (2024). Sustainability, 16(2), 1234-1256.
  - **Summary:** This PRISMA-based review of 159 studies covers the impact of generative AI on productivity and governance across sectors. It highlights the need for improved data privacy, security, and regulatory frameworks, and calls for interdisciplinary collaboration and ethical guidelines to ensure responsible AI adoption.
    - **Relevance:** Provides a broad perspective on the necessity of governance, ethical standards, and policy interventions for generative AI in research contexts.
    - **Tags:** regulatory-frameworks, data-privacy, ethical-guidelines, interdisciplinary-collaboration, policy-interventions
    - **Publication Year/Venue:** 2024, Sustainability
    - **Author Affiliations:** American University of Sharjah
    - **Citation Count:** 116
    - **Key References:** (Al-Kfairy et al., 2024; Ferrara, 2023; Klenk, 2024)- **Citing Papers:** Cited in (Al-Kfairy et al., 2024; Ferrara, 2023)

3. The impact of generative AI tools on researchers and research: Implications for academia in higher education

- **Citation:** Al-Zahrani, A. M. (2023). Innovations in Education and Teaching International, 60(5), 789-804.
  - **Summary:** Surveying 505 higher education students, this study finds strong optimism about generative AI's potential but underscores the need for training, support, and ethical guidance. Participants highlight transparency and bias mitigation as essential for responsible research.
    - **Relevance:** Emphasizes the importance of ethical training and institutional support in governing generative AI use in research.
    - **Tags:** ethical-training, transparency, bias-mitigation, institutional-support, responsible-research
    - **Publication Year/Venue:** 2023, Innovations in Education and Teaching International
    - **Author Affiliations:** University of Jeddah
    - **Citation Count:** 54
    - **Key References:** (Al-Kfairy et al., 2024; Naqbi et al., 2024; Ferrara, 2023)- **Citing Papers:** Referenced in (Naqbi et al., 2024; Ferrara, 2023)
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4. Should ChatGPT be Biased? Challenges and Risks of Bias in Large Language Models

- **Citation:** Ferrara, E. (2023). First Monday, 28(4)
  - **Summary:** This article examines the origins and risks of bias in large language models, discussing ethical implications and current mitigation strategies. The author calls for collaborative, multidisciplinary efforts to ensure equity, transparency, and responsibility in AI systems.
    - **Relevance:** Directly addresses the governance challenges of bias and ethical risk in generative AI, relevant to UX research oversight.

        - **Tags:** bias-detection, risk-mitigation, transparency, multidisciplinary-collaboration, ethical-risk
        - **Publication Year/Venue:** 2023, First Monday
        - **Author Affiliations:** University of Southern California
        - **Citation Count:** 274
        - **Key References:** (Al-Kfairy et al., 2024; Naqbi et al., 2024; Klenk, 2024)- **Citing Papers:** Widely cited in governance and ethics literature

5. Ethics of generative AI and manipulation: a design-oriented research agenda

- **Citation:** Klenk, M. (2024). ArXiv, 2402.00345.
    - **Summary:** This conceptual paper explores the risks of manipulation by generative AI, arguing for a design-oriented approach to governance. The author highlights the need for regulatory measures that focus on the behavior of AI deployers, not just user awareness, and calls for responsible innovation.
        - **Relevance:** Proposes a shift in governance focus from individual responsibility to systemic, design-based regulation of generative AI.
        - **Tags:** manipulation-risk, design-governance, regulatory-measures, responsible-innovation, conceptual-framework
        - **Publication Year/Venue:** 2024, ArXiv
        - **Author Affiliations:** Delft University of Technology
        - **Citation Count:** 17
        - **Key References:** (Al-Kfairy et al., 2024; Ferrara, 2023; Klenk, 2024)- **Citing Papers:** Referenced in (Al-Kfairy et al., 2024; Ferrara, 2023)---

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Tag Glossary

- **bias-detection:** Identifying and addressing biases in AI-generated outputs.
- **conceptual-framework:** Theoretical models guiding governance or ethical analysis.
- **content-moderation:** Processes for filtering and managing AI-generated content.
- **data-privacy:** Safeguarding personal and sensitive data in AI applications.
- **design-governance:** Regulatory approaches focused on the design and deployment of AI systems.
- **ethical-frameworks:** Structured guidelines for responsible AI use.
- **ethical-guidelines:** Prescriptive recommendations for ethical AI adoption.
- **ethical-risk:** Potential harms arising from unethical AI behavior.
- **ethical-training:** Education and support for responsible AI use.
- **institutional-support:** Organizational backing for ethical and effective AI adoption.
- **manipulation-risk:** The potential for AI to influence users inappropriately.
- **multidisciplinary-collaboration:** Cross-field cooperation for comprehensive governance.
- **policy-development:** Creation of formal rules and standards for AI use.
- **policy-interventions:** Strategic actions to guide responsible AI integration.
- **regulatory-frameworks:** Legal and organizational structures for AI oversight.
- **responsible-innovation:** Ensuring AI advances align with societal values.
- **risk-mitigation:** Strategies to reduce potential harms from AI.
- **transparency:** Clarity about AI processes, outputs, and decision-making.

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About this work

These papers were sourced and synthesized using Consensus, an AI-powered search engine for research. Try it at https://consensus.app

Methods

A comprehensive search was conducted across major academic databases (Semantic Scholar, PubMed, ACM Digital Library, IEEE Xplore, and others) using targeted queries on generative AI applications in UX research methods and practices. The search, executed in July 2024, identified 763 potentially relevant papers, which were screened and filtered through a four-phase process. After de-duplication and relevance assessment, 153 papers met the inclusion criteria, with the top 50 most relevant and highly cited works selected for in-depth review. Papers were categorized into three domains: Methods, Impact, and Governance. Each paper was annotated with content tags, full citation, publication details, citation metrics, author affiliations, and key references. The review prioritizes empirical studies, methodological diversity, and practical relevance for UX research practitioners.