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Frequency Is Not Enough: The Indirect Role of Perceived GenAI Trustworthiness in Employees' GenAI-Related Work Well-Being

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A R T I C L E I N F O

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A B S T R A C T

Generative artificial intelligence (GenAI) is increasingly used in workplace activities, but usage frequency alone may not explain employees' work experience. This study examines whether perceived GenAI trustworthiness mediates the relationship between GenAI use frequency and GenAI-related work well-being among Indonesian employees. Using a quantitative cross-sectional survey of 400 GenAI-using employees, data were analyzed with PLS-SEM and 5,000 bootstrap resamples. Frequency of GenAI use was positively associated with perceived GenAI trustworthiness ($\beta = 0.280$, $p < .001$), while trustworthiness was strongly associated with work well-being ($\beta = 0.911$, $p < .001$). The direct association between frequency and well-being was not significant ($\beta = 0.037$, $p = .061$), whereas the indirect effect was significant ($\beta = 0.255$, 95% CI [0.181, 0.326]). The findings indicate an indirect-only mediation pattern and highlight the importance of employees' evaluations of GenAI beyond usage intensity.

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INTRODUCTION

Generative artificial intelligence (GenAI) has become increasingly visible in contemporary work environments. Unlike conventional digital systems that primarily retrieve, classify, or process predetermined information, GenAI can generate text, summarize information, produce ideas, assist with problem solving, and support a variety of cognitive work activities. The emergence of these capabilities has expanded the role of artificial intelligence from a specialized technological resource into a tool that may be integrated into everyday employee activities.

The increasing availability of GenAI creates an important question for organizations: does frequent GenAI use necessarily correspond to a better employee work experience? Frequency is an intuitive indicator of technology engagement. An employee who uses GenAI several times a day may be considered a frequent user, whereas an employee who uses it once or twice a week may be considered a less frequent user. However, frequency alone does not reveal whether the employee regards GenAI as reliable, appropriate, or psychologically comfortable to use.

This distinction is important because GenAI produces outputs that employees may need to evaluate before incorporating them into professional activities. Employees may use GenAI frequently while remaining uncertain about the accuracy of its responses. Conversely, frequent interaction may provide employees with greater familiarity with the system and allow them to develop more stable perceptions of its capabilities and limitations. Thus, frequency of use may be associated with employee experience through the perceptions that employees form about the technology. One particularly relevant perception is trustworthiness.

Mayer, Davis, and Schoorman (1995) distinguish trust from trustworthiness. In their integrative model, trust involves a willingness to accept vulnerability, whereas trustworthiness refers to characteristics of the trustee that make such vulnerability more acceptable. Their framework identifies ability, benevolence, and integrity as important characteristics underlying perceived trustworthiness.

Dietz and Den Hartog (2006) similarly distinguish trust from trustworthiness and discuss ability, benevolence, integrity, and predictability as relevant components of trustworthiness. In the context of GenAI, these dimensions provide a useful basis for understanding why employees may regard one AI system as more dependable or appropriate than another. Employees can evaluate whether GenAI has adequate technical capability, whether its outputs are reliable, whether it supports their professional interests, whether it is used ethically, and whether its responses are sufficiently consistent.

The present study therefore focuses on perceived GenAI trustworthiness rather than simply "trust." This distinction is deliberate because the questionnaire primarily captures employees' perceptions of GenAI characteristics rather than willingness to accept vulnerability as a behavioral trust construct. A second important consideration is employee well-being.

Digital technologies can alter how employees perform work, manage workload, interact with colleagues, and experience their daily activities. The concept of digital well-being has also received attention in research on digital competence. Martzoukou et al. (2022), for example, examine digital competences among university law students and conceptualize digital competence broadly to include effective use of changing digital tools, digital behaviors, and digital mindsets.

The study makes three contributions. First, it examines frequency of GenAI use as a behavioral indicator rather than treating use frequency as equivalent to positive technology experience.

Second, it applies trustworthiness theory to a human–GenAI workplace context. While Mayer et al.'s (1995) model was originally developed in an organizational trust context, the underlying distinction between trust and trustworthiness provides a useful conceptual basis for examining how employees evaluate an AI system.

Third, the study examines GenAI-related work well-being as an outcome of employees' interaction with GenAI rather than focusing exclusively on adoption intention, productivity, or usage.

The proposed model is:

Frequency of GenAI Use → Perceived GenAI Trustworthiness → GenAI-Related Work Well-Being

A direct relationship between frequency and work well-being is also included to assess whether the relationship remains after perceived trustworthiness is considered.

THEORETICAL REVIEW

Generative AI Use in the Workplace

GenAI represents a distinctive form of workplace technology because the output is generated dynamically in response to user prompts. Employees therefore do not simply interact with fixed functions. They interact with a system whose responses may vary depending on the prompt, context, and information provided. This characteristic creates both opportunities and challenges.

On the opportunity side, GenAI can support information processing, writing, brainstorming, problem solving, and other knowledge-intensive activities. On the challenge side, employees may need to evaluate generated content for accuracy, relevance, consistency, and appropriateness. Consequently, the frequency of GenAI use may have an important relationship with employees' perceptions of the technology.

The present study measures frequency using four categories:

1–2 times per day;
3–5 times per day;
6–10 times per day; and
more than 10 times per day.

Frequency is treated as an observed behavioral variable rather than a reflective latent construct.

Perceived GenAI Trustworthiness

Trustworthiness is conceptually distinct from trust. Mayer et al. (1995) define trust in relation to willingness to accept vulnerability and distinguish it from characteristics of the trustee that influence this willingness. Their model identifies ability, benevolence, and integrity as central bases of perceived trustworthiness.

Dietz and Den Hartog (2006) further develop the conceptual discussion of organizational trust and trustworthiness, including ability, benevolence, integrity, and predictability. This distinction is particularly useful when considering technological systems because users can evaluate system characteristics even when the system itself does not participate in a reciprocal interpersonal relationship.

In the context of GenAI, ability refers to whether the system has sufficient technical capability to perform relevant work tasks. Employees may assess whether generated outputs are relevant, whether the system is technically capable, and whether the information it produces is accurate. Benevolence or supportive orientation refers to whether employees perceive the system as being aligned with their interests or designed to support their work.

Integrity concerns the extent to which GenAI is perceived to operate according to acceptable principles, including ethical use. Predictability or consistency refers to whether the system behaves in sufficiently regular ways across similar situations. The present study operationalizes perceived GenAI trustworthiness through eight indicators:

relevance of GenAI output;
technical capability;
accuracy;
professional value alignment;
support for employee performance;
ethical use;
consistency; and
perceived reliability of information.

The construct is therefore broader than a narrowly defined interpersonal trust scale but remains theoretically grounded in trustworthiness theory.

GenAI-Related Work Well-Being

Work well-being concerns employees' subjective experience of their work. In the context of GenAI, this experience may include whether employees feel comfortable and calm when using the technology, whether they perceive GenAI as contributing to their overall work well-being, and whether the technology supports rather than disrupts workload management.

The original conceptual basis for the questionnaire drew partly on digital competence and digital well-being literature. Martzoukou et al. examined self-perceived digital competences among university law students, including dimensions associated with digital behaviors and digital well-being.

However, the present research differs in population and context. The respondents are employees rather than university students, and the focus is specifically on GenAI use at work. Therefore, the present study does not claim to

replicate Martzoukou et al.'s measurement instrument. Instead, the items are treated as an adaptation and contextualization toward GenAI-related work well-being.

The final four indicators capture:
calmness when working with GenAI;
comfort when using GenAI;
overall work well-being; and
workload balance.

The fifth original item, concerning maintaining the quality of work interaction, was excluded after content review because it was comparatively less direct in representing the intended well-being domain. This decision was made based on the conceptual relevance of the item to the intended well-being domain.

Frequency of GenAI Use and Perceived GenAI Trustworthiness

Repeated interaction with a technological system can provide users with more opportunities to observe its capabilities and limitations. In the case of GenAI, frequent users may encounter a greater variety of situations in which they can evaluate whether the system provides relevant, accurate, and consistent outputs.

Accordingly, frequency of use may be associated with stronger perceptions of the system's trustworthiness. However, the relationship can theoretically operate in both directions. Employees who already regard GenAI as trustworthy may be more willing to use it frequently, while frequent interaction may also contribute to more developed perceptions of the system. Because the present research is cross-sectional, the study does not establish temporal direction. Instead, it examines the proposed positive association.

H1: Frequency of GenAI use is positively associated with perceived GenAI trustworthiness.

Perceived GenAI Trustworthiness and Work Well-Being

Perceptions of technology characteristics can shape employees' experience of using the technology. When employees perceive GenAI as capable and reliable, they may experience less uncertainty when incorporating its outputs into work. Perceived accuracy and consistency may reduce the need to repeatedly question whether the system is functioning as expected. Perceived alignment with professional interests may also make the technology feel more appropriate for work.

Conversely, uncertainty about AI-generated information may require additional checking, correction, or cognitive effort. Therefore, perceived GenAI trustworthiness may be associated with employees' subjective experience of using GenAI at work.

H2: Perceived GenAI trustworthiness is positively associated with GenAI-related work well-being.

The Mediating Role of Perceived GenAI Trustworthiness

The preceding arguments suggest that frequency of use may not directly explain work well-being. Employees who use GenAI frequently may develop stronger perceptions of the system's capabilities and reliability. These perceptions may then be associated with a more positive experience of using GenAI at work.

Thus, the proposed mechanism is:

Frequency of use → evaluation of GenAI → work experience

rather than simply:

Frequency of use → work experience.

This distinction is theoretically important because it separates behavioral exposure from subjective evaluation.

H3: Perceived GenAI trustworthiness mediates the relationship between frequency of GenAI use and GenAI-related work well-being.

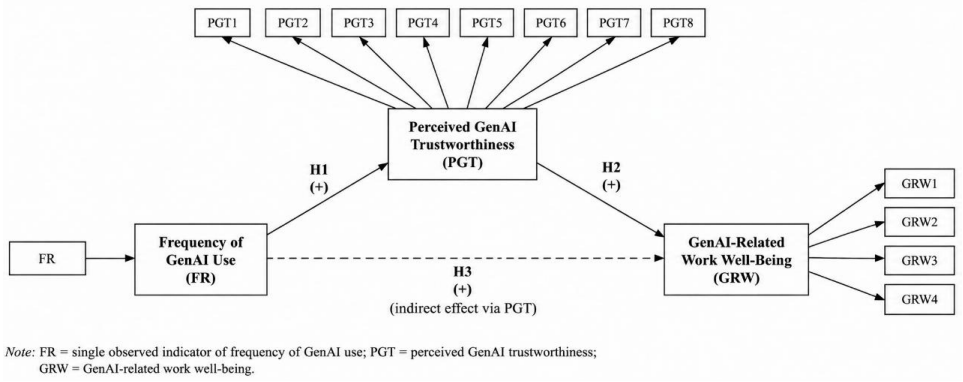


Figure 1. Conceptual Research Model

METHODOLOGY

Research Design

This study employed a quantitative cross-sectional survey design. The unit of analysis was the individual employee. The study focused on employees who reported using GenAI in their work activities. The analysis employed PLS-SEM because the research model contains latent constructs measured reflectively and a mediation structure. PLS-SEM was implemented using SmartPLS. The methodological assessment followed established PLS-SEM procedures for evaluating reflective measurement models and structural relationships (Hair et al., 2022).

Participants and Data Collection

The final analytical sample consisted of 400 respondents who met the study's screening criteria. Respondents were required to have experience using GenAI in their work. Individuals who indicated that they did not use GenAI were not included in the substantive analysis. The questionnaire collected respondent characteristics including gender, age, domicile, education, employment status, employment sector, work experience, and position level.

The survey was administered electronically through an online survey platform and distributed to respondents who met the predetermined eligibility criteria. Data collection was conducted over a one-week period, during which responses were monitored to ensure that the required number of valid responses

was achieved. Responses that were incomplete or did not meet the specified inclusion criteria were excluded from the final dataset. The valid responses were subsequently used for further statistical analysis. Responses that were incomplete or inconsistent with the screening requirements were excluded from the final dataset.

Measurement Development

The questionnaire contained measures for perceived GenAI trustworthiness and GenAI-related work well-being. Perceived GenAI trustworthiness was measured using eight indicators. The items represented employees' perceptions of GenAI capability, accuracy, professional alignment, supportive orientation, ethical use, consistency, and reliability.

GenAI-related work well-being was initially measured using five indicators. Following a content validity review, GRW5 was removed because its focus on quality of work interaction was less direct than the other items in representing the well-being domain. The final GRW construct therefore consists of four indicators. Frequency was measured as a single observed variable with four ordered response categories.

RESULTS

Respondent Profile

The final sample consisted of 400 Indonesian workers who reported using GenAI in their work. The questionnaire captured a broad range of demographic and occupational characteristics. These variables were collected to describe the composition of the sample and establish that the study was not restricted to a single occupational role.

Table 1. Respondent Characteristics and Generative AI Usage Profile

Characteristic	Category / Distribution	n (%)
Gender	Male; Female	137 (34.3); 263 (65.7)
Age	Mean 30.30 years; Median 29; Range 21–59	–
Region of Residence	Java; Sumatra; Kalimantan; Sulawesi; Bali and Nusa Tenggara; Maluku and Papua; Not reported	307 (76.8); 46 (11.5); 18 (4.5); 15 (3.8); 10 (2.5); 3 (0.8); 1 (0.3)
Socioeconomic Status	Upper; Middle	214 (53.5); 186 (46.5)
Employment Status	Full-time; Part-time; Freelancer	335 (83.8); 42 (10.5); 23 (5.8)
Education	Secondary school/equivalent; Diploma (D1/D3); Bachelor's degree (S1/D4); Postgraduate degree (S2/S3)	38 (9.5); 67 (16.8); 271 (67.8); 24 (6.0)

Characteristic	Category / Distribution	n (%)
Work Experience	<1 year; 1–<5 years; 5–<10 years; ≥10 years	22 (5.5); 152 (38.0); 131 (32.8); 95 (23.8)
Job Position	Staff/equivalent; Supervisor/equivalent; Manager/equivalent; Senior management/other	228 (57.0); 68 (17.0); 63 (15.8); 41 (10.3)
Employment Sector	Industry/manufacturing/construction/ resources; Education/healthcare/government; Trade/finance/IT; Media/creative/tourism/hospitality; Transportation/nonprofit/legal/consulting/other	94 (23.5); 106 (26.5); 125 (31.3); 36 (9.0); 39 (9.8)
GenAI Role in Work	Core business activities; Strategic supporting functions; Neither	228 (57.0); 156 (39.0); 16 (4.0)
Purpose of GenAI Use*	Thinking/ideation/problem solving; Work efficiency/time saving; Writing assistance; Learning/personal competency development; Experimenting/exploring technologies; Supporting decision-making; Reducing mental workload	329 (82.3); 306 (76.5); 212 (53.0); 181 (45.3); 167 (41.8); 137 (34.3); 111 (27.8)
GenAI Platforms Used*	ChatGPT; Google Gemini; Microsoft Copilot; DeepSeek; Perplexity AI; Claude; Notion AI; Other platforms†	366 (91.5); 316 (79.0); 106 (26.5); 72 (18.0); 67 (16.75); 62 (15.5); 31 (7.75); 30 (7.5)

Note. Respondents could select more than one purpose of GenAI use and more than one GenAI platform; therefore, percentages for these categories do not sum to 100%. †Other platforms include Jasper AI, Grok, Google Studio, Codex, and Adobe Firefly.

Note. Respondents could select more than one purpose of GenAI use and more than one GenAI platform; therefore, percentages for these categories do not sum to 100%. †Other platforms include Jasper AI, Grok, Google Studio, Codex, and Adobe Firefly. Demographic characteristics are presented descriptively and are not interpreted as causal determinants in the structural model. The underlying respondent data and GenAI-use distributions are from the supplied dataset.

The measurement results are presented in Table 2.

Table 2. Reliability and Convergent Validity

All reliability coefficients exceed conventional minimum levels used in reflective measurement assessment, and AVE values exceed 0.50.

The outer loadings were also satisfactory.

Table 3. Outer Loadings

The results indicate satisfactory indicator reliability and convergent validity. The relatively high AVE of GRW after removal of GRW5 also indicates that the four retained indicators share substantial variance in representing the construct.

Table 2. Reliability and Convergent Validity

Construct	Items	Cronbach's α	rho_A	CR	AVE
Perceived GenAI Trustworthiness	8	0.942	0.943	0.952	0.711
GenAI-Related Work Well-Being	4	0.932	0.932	0.951	0.830

Indicator Refinement

GRW5 was excluded following a content validity review. The original GRW5 item focused on maintaining the quality of work interaction when using GenAI. Although this issue is relevant to the broader employee experience, its content was conceptually broader than the remaining indicators, which more directly represented psychological comfort, overall work well-being, and workload balance. The retained indicators consistently address:

calmness;
comfort;
overall work well-being; and
workload balance.

Table 3. Outer Loadings

Construct	Indicator	Loading
PGT	PGT1	0.820
PGT	PGT2	0.837
PGT	PGT3	0.814
PGT	PGT4	0.883
PGT	PGT5	0.814
PGT	PGT6	0.856
PGT	PGT7	0.852
PGT	PGT8	0.866
GRW	GRW1	0.908
GRW	GRW2	0.914
GRW	GRW3	0.923
GRW	GRW4	0.900

The final structural model is shown in Figure 2.

Figure 2. Final Structural Model

Indirect effect = 0.255*

Percentile 95% CI = [0.181, 0.326]

The results are summarized in Table 4.

The first hypothesis is supported.

Frequency of GenAI use is positively associated with perceived GenAI trustworthiness (β = 0.280, p < .001).

The second hypothesis is also supported.

Perceived GenAI trustworthiness is strongly associated with GenAI-related work well-being (β = 0.911, p < .001).

The direct path from frequency of GenAI use to GenAI-related work well-being was not statistically significant.

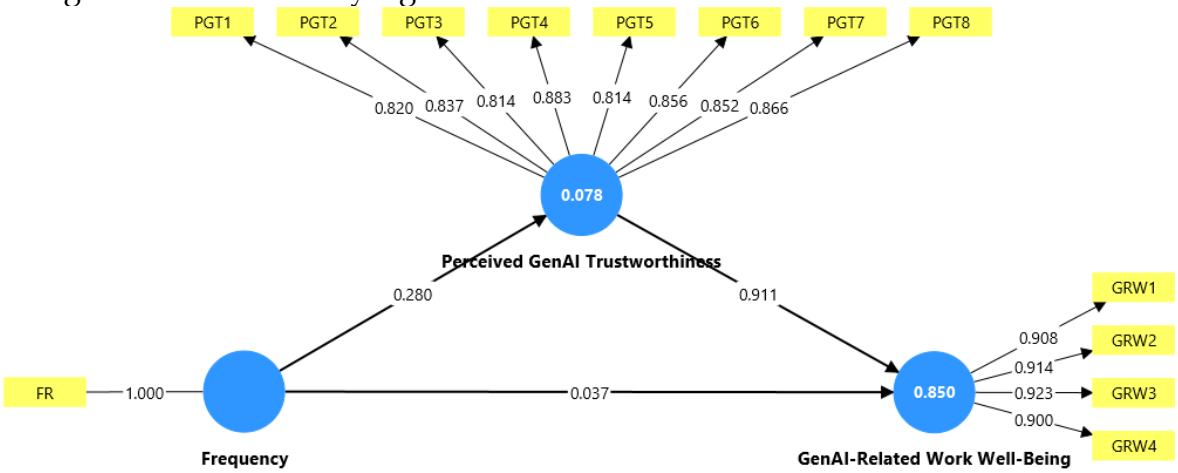


Figure 2. Final Structural Model

Mediation Analysis

The specific indirect effect of frequency of GenAI use on work well-being through perceived GenAI trustworthiness is:

β = 0.255

The bootstrap confidence interval is:

Percentile 95% CI= [0.181, 0.326]

The bias-corrected confidence interval is:

Bias-corrected 95% CI = [0.177, 0.323]

Both confidence intervals exclude zero..

Table 5. Mediation Results

The combination of a significant indirect effect and a nonsignificant direct effect is consistent with an indirect-only mediation pattern. However, this pattern should not be interpreted as definitive causal mediation because the data are cross-sectional. The appropriate interpretation is that the observed association between frequency of GenAI use and work well-being is statistically represented through perceived GenAI trustworthiness.

Table 4. Structural Model and Hypothesis Testing

Hypothesis	Relationship	β	t	p	95% CI	Result
H1	Frequency → PGT	0.280	6.943	< .001	[0.199, 0.359]	**Supported**
H2	PGT → GRW	0.911	77.439	< .001	[0.887, 0.933]	**Supported**
H3	Frequency → PGT → GRW	0.255	6.895	< .001	[0.181, 0.326]	**Supported**

The explanatory power of the structural model was assessed using the coefficient of determination (R^2) for the endogenous constructs. The results indicate that the model provides substantial explanatory power for GenAI-related work well-being. The R^2 value for GenAI-related work well-being was 0.850, with an adjusted R^2 of 0.849, indicating that approximately 85.0% of the variance in employees' GenAI-related work well-being was explained by perceived GenAI trustworthiness and GenAI use frequency. The relatively small difference between the R^2 and adjusted R^2 values suggests that the explanatory power remains stable after accounting for the number of predictors in the model.

For perceived GenAI trustworthiness, the model produced an R^2 value of 0.078, with an adjusted R^2 of 0.076. Thus, GenAI use frequency explained approximately 7.8% of the variance in perceived GenAI trustworthiness. Although the explained variance is relatively modest, the structural path from frequency of GenAI use to perceived GenAI trustworthiness was statistically significant, indicating that usage frequency is associated with employees' perceptions of GenAI trustworthiness.

Taken together, the results indicate an asymmetric explanatory pattern. GenAI use frequency provides a relatively limited explanation of perceived GenAI trustworthiness, whereas perceived GenAI trustworthiness, together with usage frequency, accounts for a substantial proportion of the variance in GenAI-related work well-being. This pattern supports the importance of considering employees' perceptions of GenAI rather than relying solely on behavioral usage intensity when examining well-being outcomes.

Effect Size

The effect sizes (f^2) were examined to determine the contribution of each predictor to the endogenous constructs. The results reveal substantial variation in the contribution of the structural relationships.

The path from perceived GenAI trustworthiness to GenAI-related work well-being produced an f^2 value of 5.085, indicating a very large contribution of perceived trustworthiness to the explained variance in GenAI-related work well-being. This result is consistent with the strong path coefficient observed in the structural model (β = 0.911).

In contrast, the direct effect of GenAI use frequency on GenAI-related work well-being produced an f^2 value of only 0.009, indicating a very small contribution to the explained variance in work well-being. This finding is

consistent with the relatively small direct path coefficient (β = 0.037) and its non-significant statistical result.

The effect of GenAI use frequency on perceived GenAI trustworthiness was 0.085, indicating a small-to-moderate contribution. Thus, frequency of GenAI use appears to contribute meaningfully to perceptions of trustworthiness, although its contribution is considerably smaller than the contribution of perceived trustworthiness to work well-being.

Overall, the effect-size results reinforce the structural findings: perceived GenAI trustworthiness makes a substantially larger contribution to the explained variance in GenAI-related work well-being than the direct contribution of frequency of use within the specified model.

Table 5. Mediation Results

Effect	**β**	**95% Percentile CI**	**Interpretation**
Frequency → PGT → GRW	0.255	[0.181, 0.326]	Significant indirect effect
Frequency → GRW	0.037	[-0.003, 0.076]	Nonsignificant direct effect
Total effect	0.293	—	Significant

Predictive Assessment

The predictive relevance and out-of-sample predictive performance of the model were assessed using the PLSpredict procedure. Positive Q^2_{predict} values were obtained for both endogenous constructs. The Q^2_{predict} value for perceived GenAI trustworthiness was 0.075, while the value for GenAI-related work well-being was 0.082. The positive Q^2_{predict} values indicate that the model has predictive relevance for both endogenous constructs.

At the indicator level, all indicators of perceived GenAI trustworthiness and GenAI-related work well-being also produced positive Q^2_{predict} values. For perceived GenAI trustworthiness, the indicator-level values ranged from 0.033 to 0.074, whereas the values for GenAI-related work well-being ranged from 0.055 to 0.076. These results indicate that the model retains predictive information across the indicators of both endogenous constructs.

The predictive error measures also provide information regarding the model's predictive performance. For perceived GenAI trustworthiness, the model produced an RMSE of 0.968 and an MAE of 0.780, while GenAI-related work well-being produced an RMSE of 0.963 and an MAE of 0.772.

The CVPAT results provide a more nuanced interpretation. The comparison between the PLS model and the indicator-average benchmark was statistically significant for both perceived GenAI trustworthiness ($\rho = 0.003$) and GenAI-related work well-being ($\rho = 0.001$). However, when compared with the linear-model benchmark, the predictive advantage was mixed: the difference was not statistically significant for perceived GenAI trustworthiness ($\rho = 0.096$), whereas it was statistically significant for GenAI-related work well-being ($\rho =$

0.034). The overall comparison with the linear benchmark was also statistically significant ($\rho = 0.018$).

Accordingly, the predictive assessment suggests that the model has positive predictive relevance, while its predictive performance relative to alternative benchmarks is not uniformly superior across all endogenous constructs. This provides a more cautious interpretation of the model's predictive capability and indicates that its primary strength lies in explaining the relationships specified in the theoretical model rather than demonstrating uniformly superior out-of-sample prediction.

Summary of Structural Model Findings

The structural model provides evidence for the proposed indirect relationship between GenAI use frequency, perceived GenAI trustworthiness, and GenAI-related work well-being.

First, GenAI use frequency was positively associated with perceived GenAI trustworthiness ($\beta = 0.280$), $\rho = < 0.001$). The 95% bias-corrected confidence interval ranged from 0.196 to 0.355, indicating that the estimated association was statistically different from zero.

Second, perceived GenAI trustworthiness was strongly positively associated with GenAI-related work well-being ($\beta = 0.911$), $\rho = < 0.001$). The 95% bias-corrected confidence interval ranged from 0.884 to 0.931, indicating a stable positive relationship.

Third, the direct association between GenAI use frequency and GenAI-related work well-being was small and not statistically significant ($\beta = 0.037\backslash$), $\rho = 0.061$). The 95% bias-corrected confidence interval ranged from −0.0004 to 0.078, which includes zero.

Finally, the indirect effect of GenAI use frequency on GenAI-related work well-being through perceived GenAI trustworthiness was statistically significant ($\beta = 0.255\backslash$), $\rho = < 0.001$). The 95% bias-corrected confidence interval ranged from 0.177 to 0.323. Because the indirect relationship was significant while the direct relationship was not statistically significant, the findings are consistent with an indirect-only mediation pattern according to the classification of Zhao et al. (2010).

The total effect of GenAI use frequency on GenAI-related work well-being was 0.293, consisting of a relatively small direct component and a substantially larger indirect component through perceived GenAI trustworthiness.

DISCUSSION

GenAI Use Frequency and Perceived Trustworthiness

The first finding indicates that more frequent GenAI use is positively associated with employees' perceived GenAI trustworthiness. The path coefficient of 0.280 suggests that frequency of interaction with GenAI is related to how employees form judgments regarding the technology's reliability, capability, consistency, and alignment with their work needs.

This finding can be interpreted through the development of technology-related judgments through repeated interaction. Employees who use GenAI more

frequently are exposed to a greater number of situations in which the technology produces useful, accurate, consistent, or otherwise satisfactory outputs. One possible interpretation is that repeated exposure provides employees with more opportunities to observe the capabilities and limitations of the technology and consequently to form evaluations of its trustworthiness.

Importantly, frequency should not be interpreted as equivalent to trustworthiness itself. Rather, the findings indicate that usage frequency is associated with the development of perceptions regarding the technology. This distinction is theoretically important because repeated use provides opportunities for employees to observe the capabilities and limitations of GenAI, while perceived trustworthiness represents the resulting evaluation of the technology.

Perceived GenAI Trustworthiness and Work Well-Being

A strong positive structural association was observed between perceived GenAI trustworthiness and GenAI-related work well-being (β=0.911). This finding suggests that employees' perceptions of whether GenAI is capable, reliable, consistent, ethically used, and supportive of their work are closely associated with their experience of well-being when working with GenAI.From a trustworthiness perspective, employees do not merely interact with GenAI as a technical tool. They also evaluate whether the technology can be relied upon within the context of their work. When employees perceive that GenAI provides accurate and consistent information and is aligned with their professional interests, interaction with the technology may be experienced as more manageable and comfortable.

The finding therefore extends the discussion of GenAI in the workplace beyond productivity-oriented outcomes. Existing research frequently examines whether GenAI improves task performance or efficiency. The present results suggest that employees' perceptions of the technology itself may also be closely related to their subjective work experience.

Why Frequency Alone Does Not Explain Work Well-Being

The direct path from GenAI use frequency to GenAI-related work well-being was small and statistically non-significant (β= 0.037), ρ = 0.061). This finding suggests that using GenAI more frequently does not, by itself, necessarily correspond to better work well-being.

This distinction is important because frequency represents a behavioral characteristic, whereas well-being represents an experiential outcome. An employee may use GenAI many times during the working day without necessarily experiencing greater comfort, calmness, balance, or overall well-being.

The result suggests that the consequences of GenAI use may depend less on the amount of interaction alone and more on how employees perceive and experience the technology during that interaction. Thus, frequency may provide opportunities for employees to develop evaluations of GenAI, but the behavioral intensity itself appears insufficient to explain work well-being directly.

The Indirect Role of Perceived GenAI Trustworthiness

The significant indirect effect (β= 0.255) provides the central finding of the study. GenAI use frequency was associated with perceived GenAI

trustworthiness, which in turn was strongly associated with GenAI-related work well-being.

The absence of a statistically significant direct effect alongside the significant indirect effect is consistent with an indirect-only mediation pattern. This suggests that the observed association between frequency of GenAI use and work well-being is statistically represented primarily through employees' perceptions of the technology.

This finding provides a more nuanced interpretation of GenAI adoption. Frequent use may create repeated opportunities for employees to evaluate GenAI, but those interactions become relevant to well-being when they contribute to a favorable perception of the technology's trustworthiness.

CONCLUSIONS AND RECOMMENDATIONS

This study examined the relationship between GenAI use frequency, perceived GenAI trustworthiness, and GenAI-related work well-being among employees in Indonesia. Using data from 400 employees and PLS-SEM, the study examined whether perceived GenAI trustworthiness accounts for an indirect association between frequency of GenAI use and employees' work well-being.

The findings demonstrate three main patterns. First, GenAI use frequency was positively associated with perceived GenAI trustworthiness (β 0.280, < 0.001). Second, perceived GenAI trustworthiness showed a strong positive association with GenAI-related work well-being (β 0.911, < 0.001\)). Third, the direct association between GenAI use frequency and GenAI-related work well-being was small and not statistically significant (β 0.037, 0.061).

Importantly, the indirect association through perceived GenAI trustworthiness was statistically significant (β 0.255, < 0.001). The result indicates an indirect-only mediation pattern, suggesting that the relationship between GenAI use frequency and employees' work well-being is primarily associated with perceived GenAI trustworthiness rather than frequency of use itself.

The model explained approximately 85.0% of the variance in GenAI-related work well-being, while GenAI use frequency explained approximately 7.8% of the variance in perceived GenAI trustworthiness. The effect-size analysis further demonstrated that perceived GenAI trustworthiness made a substantially larger contribution to work well-being than the direct contribution of usage frequency.

Overall, the findings suggest that the organizational implications of GenAI use cannot be understood solely by considering how frequently employees use the technology. How employees perceive the technology may be more closely associated with their experience of working with it. By positioning perceived GenAI trustworthiness as an explanatory mechanism, this study provides a trust-oriented perspective on the relationship between GenAI use and employee well-being and offers a basis for further research into healthy and sustainable human–AI collaboration in the workplace.

FURTHER STUDY

This study has several limitations, including the use of a cross-sectional design and single-respondent self-reported data that limit causal conclusions, a

single-item measurement of GenAI usage frequency, and a GenAI trustworthiness instrument that warrants a dedicated scale development. Furthermore, the geographic scope focusing solely on employees in Indonesia, the primary analytical focus on perceived trustworthiness as the main mediating mechanism, and the unexamined moderating variables such as occupation type or AI dependence level suggest that future research should adopt longitudinal designs, cross-cultural/cross-industry approaches, and more comprehensive behavioral indicators.

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