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Overcoming the Ethical Dilemma with AI: Can ChatGPT provide assistance during the Ethical Decision-Making Process?

Laila Aligod¹, Ayoub El Idrissi²¹ Sidi Mohamed Ben Abdellah University - Faculty of Law, Economic, and Social Sciences, Morocco, laila.aligod@usmba.ac.ma² Sidi Mohamed Ben Abdellah University - Faculty of Law, Economic, and Social Sciences, Morocco, ayoub.elidrissi3@usmba.ac.ma

ABSTRACT

Artificial intelligence (AI) systems continually evolve, reshaping various aspects of managers' and decision-makers' daily lives. The proliferation of illegal and unethical activities affecting organizations' stakeholders has elevated ethical decision-making to a crucial concern. To model the ethical decision-making process, we conducted an integrative literature search that considered individual, situational, organizational, and technological factors influencing each stage. Can ChatGPT provide assistance during the ethical decision-making process when dealing with ethical dilemmas? We exposed ChatGPT and a group of five ethical leaders, to an ethical dilemma. This study explores the potential of ChatGPT in aiding the ethical decision-making process. We evaluated the feasibility, benefits, and limitations of using AI to address ethical dilemmas.

Key words: Artificial intelligence, Decision-making Process, ChatGPT, Ethical Decision, Ethical Dilemma.

1. INTRODUCTION

Recent years have been marked by highly publicized organizational scandals that have underscored the critical role of ethical decision-making in shaping organizational behavior. These incidents, characterized by behaviors contradicting societal values or causing significant harm to stakeholders, have prompted a reevaluation of ethical norms within organizations. In this article, we delve into the multifaceted realm of ethical decision-making by exploring the interplay between key concepts: 'ethical decision,' 'ethical dilemma,' 'artificial intelligence (AI),' and the AI language model 'ChatGPT.' Through a comprehensive examination, we aim to elucidate how AI contributes to the ethical decision-making process. Moreover, our study aims to evaluate the practical implications, advantages, and limitations of AI's involvement in addressing ethical dilemmas. By understanding the evolving landscape of ethical decision-making and the potential impact of AI technology, this study seeks to contribute to the discourse on effective strategies for navigating ethical challenges in contemporary organizational settings.

2. ETHICAL DECISION-MAKING MODEL IN THE AGE OF AI

2.1 Key Concepts

Ethics can be defined as an attempt to make individual and social-moral experiences meaningful to determine the rules that should govern fundamental values, human conduct, and character traits to be developed in life[1]. According to Cardot[2], ethics is an association of the normal principles that guide a person's actions and activities. De George[1] argues that business ethics is the intersection of two disciplines: ethics and business. The business has a profitable connotation but no moral weight. However, the connection between ethics and business creates significant challenges for entrepreneurs, who must demonstrate ethical sensitivity and social responsibility. Smith and Carroll[3] support that "business ethics refers to the degree of good and harm caused by the actions, decisions, or behaviors of those who work in an organization." Business ethics refers to rules, standards, codes, or principles that guide morally correct behavior, fairness, and integrity in specific situations[4].

Ethical theory is based on four main approaches: 1. The virtue ethics approach[5], emphasizes the role of a person's character traits and moral qualities in decision-making and behavior. Virtue is a moral force that makes people tend to be good. These virtues include benevolence, compassion, wisdom, generosity, faithfulness, justice, temperance and, courage. The emphasis is on the formation of moral character and the development of these virtues through education, experience, and example. The idea is that individuals should cultivate these virtues and apply them consistently to act ethically in their daily lives. 2. The consequentialism approach[6] assumes that the morality of action depends on its outcomes or consequences. Consequentialism maintains that ethical actions maximize the overall well-being, happiness, utility, or satisfaction of the people. Utilitarianism posits that moral behavior maximizes the overall utility or happiness of the most significant number of people. 3. The relationship-based approach[7] emphasizes the respect of universal moral duties and obligations rather than the consequences of actions. Interpersonal relationships are considered essential for ethics and must be based on mutual respect, justice, and fairness, which requires respect for the dignity and intrinsic worth of each individual and respect for others as autonomous beings worthy of consideration. Kant also highlighted that each individual has an intrinsic value and should not be treated as a tool to achieve an objective. Relationships should be valued for their inherent worth and for their own sake. This means that other people must be respected as ends in themselves and not simply used or manipulated for our own purposes. 4. The justice and equity approach, as outlined by Rawls[8], places its emphasis on social justice and the construction of a fair and just society. According to Rawls, justice must be based on fundamental principles that guide the fair distribution of rights, freedoms, and resources within society. Economic and social inequalities are acceptable only if they benefit the least advantaged members. People must justify inequalities by

taking measures that improve the situation of the most disadvantaged individuals in society.

Ethical dilemmas are a part of a manager's daily life. These are complex situations in which decision-makers often experience internal conflicts[9]. This is a situation that laws or standards in codes of conduct cannot address. Determining the best course of action can be difficult. These situations come in different forms, but they all have in common the existence of a conflict either between two or more of the decision-makers' values or between the values the decision-maker considers essential in the circumstances and those promoted, whether formally or informally, by an individual or an organization, or between some of these values and the need to achieve a certain goal, or finally between the interests of different stakeholders, such as suppliers, customers, and shareholders[10]. In both our professional and personal lives, ethical dilemmas are situations that present scenarios with conflicting responsibilities in which we have to make a difficult choice between two incompatible sets of moral values; regardless of the path chosen, there are associated costs. Adhering to one moral imperative may necessitate compromising another. The moral dilemma arises whenever an individual's behavior provokes favorable consequences for some and unfavorable consequences for others. In addition, some managers provide a broader definition of ethical dilemmas, situations in which they feel forced to align with the expectations of their superiors or their organization despite the existence of a conflict with their values, or in which they may suffer losses, including job termination, hindering professional advancement, or encountering other personal repercussions[10]. In such situations, managers sometimes feel that they have fewer options than presumed. They do not know how to use their creativity to generate optimal solutions[10]. An ethical decision is defined as "a decision that is both legally and morally acceptable to the entire community"[11]. An ethical decision involves the decision-maker's moral judgment and complies with the law, code of ethics, internal regulations, and charter of ethics. It strives to maximize the overall benefit by balancing the interests of the various parties and rewarding the disadvantaged parties. Ethical decision-making can positively enhance the reputation of the decision-maker. The decision to not take action also has ethical implications, as there is a potential slippery slope toward unethical behavior. Merely invoking "I was just following orders" does not absolve the decision-maker from his or her responsibility

2.2 Contribution of Artificial Intelligence to Ethical Decision-Making

According to Amal EL FELLAH Seghrouchni, the President of the International Center for Artificial Intelligence (AI) in Morocco, affiliated with Mohammed VI Polytechnic University in Rabat, AI creates machines capable of acting and thinking like intelligent humans. It involves mimicking what humans are capable of in terms of intelligence. The goal is to replicate human intellectual abilities such as perception, speech, reasoning, emotions, and consciousness in a machine (robot, computer, application). AI refers to computer systems

that perform tasks resembling human processes, including learning, adapting, synthesizing, self-correcting, and using data for intricate processing activities[12]. According to Dodigovic[13], AI can be described as the emulation of intelligent behavior by machines. It is an interdisciplinary field of study and research that seeks to comprehend the functioning of the human mind and how to apply the same principles in technology design[13]. Whitby's definition of artificial intelligence encompasses the examination of intelligent behavior in humans and animals, intending to integrate and replicate such behavior in artifacts such as computers and related technologies[14]. Chassignol et al. defined AI as a theoretical framework for developing computer systems that can perform tasks requiring human intelligence, including visual perception, speech recognition, decision-making, and language translation[15]. According to Pokrivcakova, the development and application of AI require the collaboration of diverse experts, such as system designers, data scientists, product designers, statisticians, linguists, cognitive scientists, psychologists, educators, and specialized professionals in the field of teaching[16].

ChatGPT, a generative pre-trained transformer, is an instance of generative AI that employs algorithms to produce fresh text resembling human writing. It functions as a language model using deep learning techniques to generate responses that closely resemble those of humans when presented with natural language queries. ChatGPT is designed explicitly for conversational contexts, enabling users to engage with the model naturally and intuitively. [17]Chatgpt functioning relies on a deep learning algorithm called a "transformer." To begin with, the input text goes through a preprocessing stage. This prepares the text by converting it into a format that the model can easily understand. For example, words are transformed into numerical representations, making it simpler for the model to process them. Once the text is preprocessed, it undergoes encoding. During this step, the model analyzes the text thoroughly, using attention mechanisms to focus on the most significant aspects. This enables the model to grasp the meaning and subtleties embedded within the input text. Following the encoding process, the model moves on to the decoding phase. Here, it generates a response by transforming the encoded information into a natural language. Similar to the encoding step, attention mechanisms assist the model in selecting the most relevant information to include in the response. Before presenting the generated response to the user, the text undergoes postprocessing. This involves removing any unnecessary elements, such as special tags used by the model, and formatting the response to enhance its readability and comprehensibility. ChatGPT does not have direct internet access or real-time search capabilities. It generates responses based on patterns and knowledge learned during training from various text sources. While it can provide accurate information, it can also generate incorrect or misleading answers. Fact-checking from reliable sources is advisable.

In recent years, there has been rapid development in the field of artificial intelligence (AI) and machine learning (ML) technologies, which have changed the way we interact with the environment and revolutionized many aspects of our lives, including decision-making[18]–[22].

AI-powered algorithms help us make critical decisions and become moral agents[23]–[24]. In particular, the algorithm can serve as a moral guide for human users. Human involvement in algorithmic decision-making increases perceived control over the algorithm and increases trust[25]–[26]. Chatbots and conversational agents are among the most widely used recommendation systems, and their popularity can be attributed to their ability to mimic human conversations while providing users with personalized recommendations.

ChatGPT possesses the ability to comprehend the conversational context, resulting in the provision of more precise and contextually relevant recommendations [27]–[29]. These recommendations from ChatGPT are highly personalized and are based on the user's interests, browsing history, and preferences. This high level of personalization enhances more targeted and relevant recommendations, increasing the chance that users will accept the recommendation and make a decision. ChatGPT can generate very diverse recommendations, which means it can provide many options while maintaining their quality and relevance. Supporters of AI recommendations argue that this technology can help improve decision quality. However, as users may rely on ChatGPT's advice for consequential decisions, this raises important ethical questions (Bender et al. 2021). Is ChatGPT a reliable source of moral guidance, and does its advice influence users' ethical judgments? Human judgment is often relies on intuition rather than reason, and intuition is particularly susceptible to emotion, bias, and fallacies. Morally irrelevant differences in descriptions of situations may lead to conflicting judgments. However, robots have no emotions that interfere with their judgment and have therefore been proposed as tools to enhance human judgment[30].

It remains to be seen whether ChatGPT provides ethical advice and whether advice is consistent. Our understanding of whether advice is taken from AI-powered bots is still limited[31]. However, recently accumulated evidence Propounds that decision-makers tend to follow moral advice from bots even if red flags are warn them against it[32]–[33]

2.3 Modeling of the Ethical Decision-Making Process

Given the detrimental consequences of unethical decisions, it is crucial to understand how individuals make ethical decisions and the factors that influence ethical decision-making. Several descriptive, theoretical models of ethical decision-making (EDM) have been proposed to help explain the individual decision-making processes that lead to ethical behaviors or actions[34].

Ethical decision-making is a process that encompasses all the steps an individual must take when faced with an ethical dilemma, culminating in the moment they engage in a particular behavior. While various decision-making models represent this process, there is a consensus in the literature[35]–[36] that an individual follows before engaging in ethical or unethical behavior aligns with Rest's four-component model.

This model advocates that individuals facing moral dilemmas must progress through four distinct stages[11]: moral sensitivity, moral judgment, moral motivation, and moral character. Moral sensitivity, or awareness of moral dilemmas, pertains to the fact that an individual must be conscious of ethical dilemmas. It involves the application of empathy and competence[37]. A moral agent is an individual who can recognize moral issues and act according to their moral principles. The second element is moral judgment. To act morally in a given situation, an individual evaluates the "rightness" or "wrongness" of each potential action. The purpose of this stage is to assign a moral label to possible action, regardless of self-interest. The third component, moral motivation, is "the willingness to adopt a moral course of action, prioritize moral values over other values, and willingly take personal responsibility for moral consequences"[38]. This motivation leads to the formation of a moral intention[36], which is essentially an individual's willingness to engage in a specific action[36]. The outcome of moral judgment can differ from that of moral intention, as this stage introduces various other variables into the decision-making process, such as the individual's personal interests and an evaluation of the potential harm associated with each action. Consequently, a person might perceive a particular action as unethical but still develop an intention to engage in it. Similarly, an individual may consider a specific behavior ethical but choose not to engage in it[37]–[39]. Finally, the fourth component is moral behavior, which entails the execution and implementation of specific behaviors[39]. The path from moral intention to moral action is not always straightforward. Individuals must overcome obstacles, fatigue, frustration, temptations, and challenges to make appropriate decisions[39]–[40]. This stage of the ethical decision-making process is also referred to as moral action[40], moral behavior[41], or ethical behavior[36]. The outcome of moral intention can differ from that of moral behavior. The individual is in a constant battle with their own internal conflicts to act ethically and remain committed to their moral intention. Through a feedback loop, the individual progresses from moral behavior to actual consequences and personal experiences[42].

The rational ethical decision-making approach assumes that moral judgment is obtained through a reason-based process. According to this approach, when confronted with an ethical dilemma, the decision-maker seeks to resolve the conflict through a logical, rational, deliberative, and cognitive process. The intuitionist approach to ethical decision-making maintains that emotions and intuitions guide ethical decisions. According to this approach, individuals possess an innate

capacity to identify morally right or wrong actions. Intuition is a form of rapid, spontaneous cognition or understanding that does not necessarily involve a process of conscious reasoning or analysis. It represents a type of 'feeling' or immediate perception of something that is often challenging to explain or justify logically[43]. Intuitionist approaches to moral psychology posit that in philosophy, intuition refers to the idea that moral truths exist. When individuals come to understand these moral truths, they do so not through a process of reasoning or reflection but through a process closer to perception. In this process, they perceive with absolute certainty that these truths exist and must be true[43]. One way to express this intuitive process is to say, 'I do not know; I cannot explain it, but I know it's wrong'[43]. Moral intuitions are the first to come and directly trigger moral judgments. People typically possess a moral sense that creates favorable feelings of approval for beneficent acts and disapproval in response to evil and vice[43]. The integrated model of ethical decision-making incorporates new variables. Moral rationalization is the cognitive process that individuals employ to ensure that their behavior aligns with their moral standards[44]. Moral consultation involves evaluating compliance with ethical guidelines (e.g., codes of ethics) or discussing ethical dilemmas with others to seek advice or guidance. Learning, retrospection, and ethical behavior may lead to positive or negative consequences. When decision-makers observe these consequences, learning involves an internal reflection on their actions, and this introspection can impact their moral capacity and, consequently, subsequent decision-making processes. As Reynolds[45] states: '... He who lies awake at night to contemplate the experiences of the previous night knows that retrospection is a key element of ethical experience. Several studies have examined the impact of individual, situational, and organizational factors at different stages of the ethical decision-making process. *Individual factors*, such as gender, age, experience, education, religiosity, state of mind, creativity, values, and the influence of rewards, play a crucial role in each step of the ethical decision-making process. Gender differences have been observed, with females generally displaying higher ethical awareness and sensitivity to moral issues than males[46]–[47]. Moreover, males tend to exhibit stricter ethical judgments than females[48]. Among adults of the same age, females have higher levels of ethical judgment than males[49]. Male managers may be more ethically consistent than female managers when making decisions[50]. Age, education, and experience also factor into ethical decision-making[51]. It has been noted that individuals over 30 are more sensitive to ethical dilemmas than those under 30[52]. Ethics courses had a positive impact on students' sensitivity to moral issues[53]. More experienced students were found to be more ethically oriented[46]. Younger managers are more likely to be influenced by organizational ethics than senior executives[54]. Religiosity is an important variable influencing manager ethical perceptions[55]. More religious individuals were more likely to be moralistic when responding to situations[56]. The state of mind affects whistleblowing intentions. Negative mood was associated with

lower whistleblowing intentions[57]. Negative emotions were associated with a lower willingness to report unethical behavior[57]. Creativity can also shape ethical decision-making. Highly creative individuals tend to find ethical solutions not based on universal moral norms but on the specifics of each situation[58]. Creativity can lead to more ethical behavior[58]. Moreover, empathy and narcissism were statistically significant predictors of ethical behavior[59]. Altruistic values have been found to positively contribute to ethical decision-making[60]. Self-development has been found to have a negative impact on ethical decision-making[60]. The values of benevolence, universalism, and hedonism simultaneously influence decision-making[61]. Individuals who place high importance on power are more likely to behave unethically[61]. In situations where the potential for punishment is low, individuals with high power scores are more inclined to engage in unethical behavior than those with low power scores[61]. Conversely, when the rewards are high, individuals with high power scores are likelier to behave unethically than those with low power scores[61]. Additionally, the influence of rewards cannot be overlooked, as individuals with high levels of hedonism are more susceptible to unethical behavior when rewards are high[61]. *Situational factors* have a substantial impact on ethical decision-making. The moral intensity of the ethical dilemma has an impact on each of the four stages of ethical decision-making; it is defined as 'the extent of moral imperatives associated with a problem in a given situation'[11]. Moral intensity is determined by six key components: magnitude of consequences, probability of effect, social consensus, temporal immediacy, proximity, and effect concentration. Actions taken in scenarios where moral intensity was manipulated to be high were found to be more unethical than actions taken in scenarios where moral intensity was low[62]. Women's advantage in ethical judgment disappears when the intensity of the moral dilemma is taken into account[49]. In addition, stress caused by time and performance constraints has a negative effect on the formation of moral intentions[63]–[64]. It is crucial to consider the environmental context as well, as it can influence the perception of ethical dilemmas and is influenced by national culture and cultural differences in business practices[65]. *Organizational factors* include many factors that may influence an employee's ethical decision-making. The code of deontology and the code of ethics may not be sufficient to affect the moral conscience of employees[66]; the intention to denounce a fraudulent person is reduced if the relationship maintained with him or her is good[67]. The motivation to conform to referents' thoughts (management, colleagues, family) impacts moral action to engage or not in ethical behavior. This phenomenon is referred to as "reasoned action"[68]. When employees perceive a strong ethical culture within their organization, it positively influences their judgments related to whistleblowing, leading to a greater willingness for whistleblowing intention[69]. Thanks to this integrative literature review, we were able to develop a model for ethical decision-making, as illustrated in Figure 1.

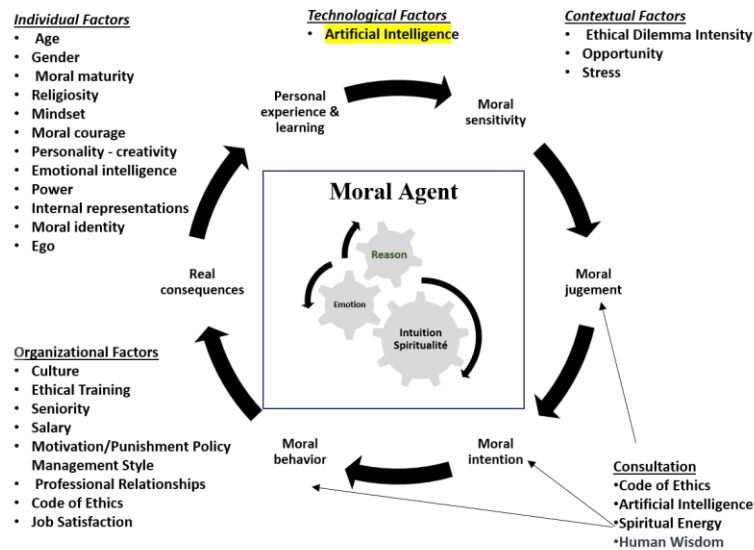


Figure 1: Ethical Decision-Making Model

3. METHOD

In response to our research inquiry, which investigated whether ChatGPT can offer support in the ethical decision-making process when confronted with ethical dilemmas, we initiated an integrative literature review as the initial step to construct a model of the ethical decision-making process. This approach to analysis necessitates a more inventive data collection strategy since its objective is to develop initial or provisional conceptualizations and theoretical models, as opposed to reviewing existing ones[70]. This literature review is grounded in the most pertinent scientific contributions. Using the search terms ' Artificial intelligence', 'Decision-making Process,' 'ChatGPT,' 'Ethical Decision,' and 'Ethical Dilemma,' we curated a bibliography of seventy articles following a selection process that considered citation counts, journal impact factors, and the relevance of abstracts and content to the research question. These articles span the period from 1971 to 2023. After shedding light on the ethical decision-making process and the individual, situational, organizational, and technological factors that influence it, we put the wisdom of a group of five inspirational ethical leaders to the test by confronting them with the following ethical dilemma:

After discussing the solutions proposed by ethical leaders, we requested their use of ChatGPT's assistance. They first presented the ethical dilemma directly and then posed the following questions: What are the origins of the problem? What is the nature of the ethical dilemma? Who are the individuals involved in this dilemma? What are their respective interests? What values come into play in this situation? What is the primary conflict of values? Which value should be prioritized? What norms and rules govern this situation? What approach should be chosen to strike a balance between conflicting values? What are the consequences and

their implications for the individuals? What are the key arguments for justifying the decision to others? An assessment of ChatGPT's responses was conducted to measure their reliability and relevance and to identify their limitations.

4. RESULT

We have sought the assistance of ChatGPT to address this ethical dilemma. It has provided the following responses:

Engineer Smith is indeed facing a complex ethical dilemma. Let's break down the various options and consider the ethical implications of each:

- 1. Attend the Meeting and Act as if Everything is Normal:**
 - This option involves going along with the plan and presenting the software to the CEO, essentially allowing the unethical act to continue.
 - Ethical Implication: Engineer Smith would be participating in dishonesty and potentially unethical behavior. He might be seen as complicit in the act.
- 2. Withdraw from the Project and Remain Passive:**
 - Engineer Smith could choose to distance himself from the project, not participate in the presentation, and avoid actively engaging in the unethical behavior.
 - Ethical Implication: While this option avoids direct involvement, it could be seen as a form of tacit approval of the unethical actions taking place.
- 3. Take Action and Report the Situation to Relevant Authorities:**
 - This is the most ethically responsible option. If Engineer Smith believes the actions are unethical and potentially illegal, he should consider reporting the situation to the appropriate internal or external authorities.
 - Ethical Implication: Engineer Smith would be acting in line with his ethical obligations by upholding the principles of honesty and integrity. However, this option could have consequences for him, as discussed below.

4. Consequences of Reporting:

- Reporting unethical behavior can be a difficult decision. It may result in several outcomes:
 - Job Loss:** There's a risk that Engineer Smith could lose his job if he reports the situation, especially if he has no legal protection or whistleblower policies in place.
 - Repercussions for Supervisor:** Engineer Johnson, who is involved in the unethical behavior, might face disciplinary actions, including potential job loss, legal consequences, and damage to their reputation.
 - Ethical and Legal Consequences:** Reporting unethical behavior may lead to investigations and potential legal consequences for those involved.
 - Impact on Mentorship:** Engineer Smith may have to come to terms with the potential impact on his relationship with Engineer Johnson, who has served as a mentor and professor.

In summary, Engineer Smith should prioritize ethical principles such as honesty, integrity, and accountability. While reporting the situation to the relevant authorities is the most ethical course of action, he should also consider the potential consequences and seek legal counsel or guidance from HR if available. Whistleblower protection laws vary by jurisdiction, and it's essential to understand the legal protections in place. Additionally, seeking advice from a trusted mentor or colleague who can provide guidance in this challenging situation may be beneficial. Ultimately, the decision should be based on what Engineer Smith believes is the right thing to do, even if it comes with personal and professional risks.

After posing specific questions to ChatGPT to facilitate the objective handling of the ethical dilemma, we obtained the following responses:

Origins of the Problem:
The origins of the problem can be traced back to Engineer Johnson's unethical suggestion to Engineer Smith to meet with a German individual and present an innovative software that Engineer Johnson developed without authorization. This suggests a breach of intellectual property rights and unethical behavior within the company XYZ.

Nature of the Ethical Dilemma:
The ethical dilemma revolves around whether Engineer Smith should participate in the unethical presentation of the software to the CEO or take action to report the situation. It's a classic moral dilemma involving conflicting principles of honesty, integrity, loyalty, and the potential consequences of reporting, such as job security.

Individuals Involved:

- 1. Engineer Smith:** Faced with the ethical dilemma, Engineer Smith has a personal interest in job security, professional integrity, and ethical behavior.
- 2. Engineer Johnson:** Engineer Johnson is involved in the unethical behavior, potentially driven by personal gain or ambition.
- 3. CEO of XYZ:** The CEO is unaware of the unethical situation and is interested in the software's potential acquisition.

Respective Interests:

- Engineer Smith is interested in maintaining ethical integrity, job security, and professional reputation.
- Engineer Johnson may be motivated by personal gain and professional advancement.
- The CEO of XYZ is interested in the acquisition of valuable software.

Values in Play:

- Honesty and Integrity:** The value of truthfulness and maintaining ethical standards.
- Loyalty:** Loyalty to a mentor and professor (Engineer Johnson).
- Accountability:** Taking responsibility for one's actions.
- Legal Compliance:** Following intellectual property and legal norms.

Primary Conflict of Values:
The primary conflict of values lies between honesty and loyalty. Engineer Smith is torn between being loyal to Engineer Johnson, who has served as a mentor, and being honest by not participating in unethical behavior or reporting it.

Prioritized Value:
In this situation, the value of honesty and integrity should be prioritized. Upholding ethical standards and legal compliance should take precedence over loyalty.

Figure 2: ChatGPT's response to a direct request to support Ethical Decision-Making

Norms and Rules:

- Intellectual property laws and company policies on ethical behavior.
- Potentially, whistleblower protection laws in some jurisdictions.

Approach to Balance Conflicting Values:

To strike a balance, Engineer Smith should consider reporting the situation to relevant authorities while also seeking legal advice and maintaining communication with superiors and HR to ensure a proper and ethical resolution.

Consequences and Implications:

- Consequences for Engineer Smith: Potential job loss, professional reputation impact, and strained relationship with Engineer Johnson.
- Consequences for Engineer Johnson: Potential job loss, legal repercussions, and damage to reputation.
- Consequences for the CEO of XYZ: Possible acquisition issues and damage to the company's reputation.

Key Arguments for Justifying the Decision:

- Upholding ethical standards: Prioritizing honesty and integrity to ensure that the company operates with ethical integrity.
- Legal compliance: Adhering to intellectual property laws and regulations to avoid legal consequences.
- Accountability: Taking responsibility for unethical behavior and reporting it to prevent further harm.

In this complex situation, the decision should prioritize ethical and legal obligations while carefully considering the potential consequences and seeking guidance from legal and HR resources. Transparency and honesty in addressing the situation are crucial for maintaining personal and professional integrity.

Figure 3: ChatGPT's responses to questions for an objective definition of ethical dilemma

To address this ethical dilemma, ethical leaders have proposed a two-option solution:

Engineer Smith is expected to have a clear and constructive discussion with his superior, Johnson, about the situation. He can propose presenting the software as the creation of the German inventor. The German inventor may also attend the meeting with the CEO. This solution emphasizes open and transparent communication to navigate ethical issues while maintaining professionalism and integrity.

If Supervisor Johnson expresses reservations about this solution and persists in his intention to present the software as his creation, it would be legitimate to report the situation to the relevant authorities. As a precautionary measure, Engineer Smith has been advised to record the conversation to safeguard himself against potential job loss risks that may arise from the behavior of his superior.

When comparing the results generated by ChatGPT with those put forward by key ethical stakeholders, it is observed that the responses generated by ChatGPT demonstrate undeniable relevance in the analysis of moral issues and in anticipating the consequences of decisions made. However, they fall short in creativity when resolving conflicts of values. Furthermore, it should be noted that ChatGPT's response exhibits substantial gaps due to its omission of considering the software developer as a stakeholder involved in the relevant dilemma.

5. CONCLUSION

ChatGPT can play a significant role in the decision-making process by shedding light on ethical choices based on available information. It serves an essential supportive function when assessing moral aspects, helping to clarify issues, presenting various perspectives, and proposing ideas that enhance reflection. However, it is imperative to note that ethical decisions, due to their often complex and context-dependent nature, cannot be definitively resolved. It is also worth emphasizing that AI, including ChatGPT, has its limitations: it can reflect biases inherent in the data used for its training. Furthermore, it is crucial to remember that AI cannot replace human thought, creativity, or ethical judgment. It should be viewed as a tool that assists in the decision-making process rather than as an unquestionable moral authority. Ultimately, the ultimate responsibility for ethical decision-making lies with individuals and organizations, with AI serving as a supplementary resource to facilitate this process. This study provides an in-depth understanding of ethical decision-making and its determinants, offering valuable insights for the promoting ethical decisions within organizations.

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