Alex Iacob

Prof. Palanski

MGMT 340

May 2, 2023

***Final Exam***

1. Type of ethical dilemma(s) with a brief explanation
   * *Truth vs Loyalty* - Informing your customers that ChatGPT was used would be truthful, though remaining loyal to the customers would let the company continue to do well.
   * *Short term vs Long term* - Using ChatGPT allows for a short term benefit due to having immediate information available, however it could backfire in the future.
   * *Justice vs Mercy -* Informing the clients they are being lied to or showing Pat/the company mercy by not regarding the lying as an issue.
   * *Individual vs Community* - The company can utilize an individual benefit while harming the community by lying to them.
2. Relevant stakeholders (and the primary interests of each stakeholder)
   * Customers - want Pat’s attention and services.
   * Company - want profits and growth.
   * Government - the more money the company makes, the more taxes that company will pay to the government.
   * Pat - wants his reputation to be as good as possible.
   * Us (person doing the proofreading) - our reputation and job position/performance.
3. Relevant rules (written and unwritten, including moral absolutes [think Kant])
   * Company policies typically have rules in place to not follow through with bribes of any sort and potentially talk about using third party software for company growth.
   * As a moral absolute, you should not lie to your customers for your own benefit.
4. Outcomes for each stakeholder if you:
   * (DN) = Do nothing | (TA) = Take action
   * Customers -
     1. DN - would continue to spend money with the company.
     2. TA - would potentially leave when finding out they were lied to.
   * Company -
     1. DN - would continue to grow and make more money.
     2. TA - would potentially lose money and reputation.
   * Government -
     1. DN - makes more money via the company paying taxes.
     2. TA - makes less money via the company paying taxes.
   * Pat -
     1. DN - continues to grow his reputation.
     2. TA - loses part of his reputation or potentially fired.
   * Us (person doing the proofreading) -
     1. DN - continue at the job as normal
     2. TA - potentially fired by Pat by exposing him and having the company lose value
5. Character (what would a virtuous person do?)
   * A virtuous person would call out Pat for deceiving his customers and inform everyone that he has given attention to. Not taking action would make the clients feel deceived, which a virtuous person would not allow.
6. Contracts (relevant social contracts, including culture)
   * Culturally (in the US), it has become pretty generalized that most companies are going to partly deceive their customers in order to grow their business.
   * Culturally (in Eastern counties), the company’s reputation is more valuable than their profits, so a tarnished reputation would destroy a company far more than getting lower profits.
7. Creative solution(s)
   * Instead of having others do proofreading, Pat should proofread everything himself in order to get as much of his own genuine attention into the copy. Using ChatGPT as a starting point speeds up the process significantly which will allow him to reach a wider audience.
8. Your decision: what would you do (and why?)
   * I would not do anything, as the AI software is being used to create a starting point of information. There is still a decent amount of proofreading involved, which will likely catch errors that the software produced. Also by the time everything is proofread, it is likely that the material itself would have been edited enough to justify it as the company’s unique product. Using the AI software simply allows Pat to give parts of his attention to a wider variety of customers, which is beneficial to everyone.