

**Case Dilemma Template**

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| Ex<br>plo<br>ra<br>ti<br>ve<br>pa<br>rt          | What is the ethical <b>dilemma</b> ?   | <i>(Short description in straight forward language without jargon)</i><br>Application of AI and big data on workforce   |
|  | What is the <b>content</b> ?   | <i>(Describe the content of this case dilemma. What is the Bank/Insurance company attempting to use technology for? Who, whom, why, what)</i><br>Who: employers<br>Why: scanning resume<br>What: saving time and manpower for hiring people   |
|  | What are the <b>technologies</b> or types of data-usage involved?                    | <i>(Describe the actual technologies used here; the algorithmic tool, VR, facial recognition system, block chain or other)</i><br>AI, Big data, machine learning  |
|  | What is the <b>application</b> and what drives the use in this scenario/case/example | <i>(Describe in general terms how the technology is applied including the technical setting or platform)</i><br>auto-scoring of the candidate based on keywords of the CV   |
|  | Which <b>ethical issues</b> are at play here?  | <i>(Does this relate to privacy? Or other ethical issues? which? Describe in short sentences which ethical issues are at play in this case)</i><br>1.unconscious bias: based on the machine learning database<br>2.privacy: analytics of existing workers may be used without consent<br>3.flexibility: insufficient flexibility to cater different cases<br>4.fairness: candidate with less language skills may be disadvantage in the AI selection system, although may have very strong technical background<br>5.accuracy: AI cannot make judgement of whether the data is correct and accurate   |
|  | What group of <b>people</b> are at risk? What group of people might gain?            | <i>(Describe the groups of people affected in this case. E.g. are they specific or general groups?)</i><br>all workers, including potential candidate and current workers   |
|  | What is the wider <b>impact</b> of this dilemma?                                     | <i>(Describe possible wider, ulterior or indirect consequences or impacts)</i><br>Lost of jobs, discomfort and mistrust of employees, control of human decisions by AI (and responsibilities to AI as well)   |
|  | <b>Cultural</b> aspects important for this dilemma                                   | <i>(Describe possible cultural perspectives and observations. Is the understanding or perception of this dilemma dependent on cultural settings? Would the perspectives differ between different cultural settings? Are there different observations or opinions within your own group relevant for the understanding of this case dilemma?)</i><br>AI may not take account of cultural differentiation across geographical locations or job types, for example attitudes towards workstyles, some may need more creative person while some may need solid technical background, or even attitudes towards Diversity and Inclusion (D&I) and work hours, etc. |
| Sol<br>uti<br>on<br>ori<br>ent<br>ed<br>pa<br>rt | Possible <b>controls</b> and comments on solution                                    | <i>(Describe in short, direct form possible (partial) aspects of mitigation or solutions relevant. What controls might be relevant to safeguard the interests at stake?</i><br>establish clear policy for use of AI, including mechanism for selecting candidates and performance evaluation, privacy concerns  |
|  | Could this be acceptable if...?  | <i>(Describe under which circumstances this might be acceptable, allowed or possible?)</i><br>when the AI system is human-centered, and stakeholders accepts  |
|  | Any other observation and conclusion   | <i>(Do you have other relevant observations not covered above? Relevant learnings? Concluding remarks or observations on your work with this case. Dissenting opinions within the group?)</i><br>AI use on workforce is still having any advantages, such as efficiency and cost saving by automating repetitive tasks, especially reporters and customer services by language model chatbots   |