

Ethical Implications of AI in Corporate English Communication: An Analytical Study of Managerial Decision Making

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Abstract

Artificial Intelligence (AI) has become a revolutionary figure in the communication of companies, impacting the way companies decide on the topics of discussion and especially the interaction they have with English speakers. AI systems, including chatbots, virtual assistants, automated writers, and language analyzers, improve communication by being efficient, accurate, and responsive within businesses. As AI becomes more widespread, however, there are significant ethical implications to consider in terms of transparency, accountability, data privacy, algorithmic bias, and the risk of diminishing human judgment. The study aims to analyze and discuss both ethical dimensions of the application of AI in corporate English communication and its effects on managerial decision-making. The study investigates the perceptions and responses of managers to ethical issues and the challenges that arise when working for organisational efficiency and trust. The study aims to reveal the need for ethical guidelines, responsible AI governance, and human oversight mechanisms. The results offer insights into the ethical aspects of communication in an AI age, which can be beneficial for managing organizations in a sustainable and responsible manner.

Keywords: Artificial Intelligence, Corporate Communication, Business English, Ethical Implications, Managerial Decision Making, AI Governance, Data Privacy, Algorithmic Bias, Organizational Ethics.

Introduction

Organizations have been transformed with the introduction of Artificial Intelligence (AI) in communications, information management and decision making and there doesn't look like any slowing down of the machine. In today's digital business environment, which will be even more competitive, AI relevant tools will play an increasing role in the business communication systems, making them more efficient and accurate in responding. In today's business landscape where communication is of paramount importance, English has gone through dramatic transformation as a medium of communication between managers, workers, stakeholders, customers and foreign business partners by using Artificial Intelligence (AI)-based facilities. The new technologies such as natural language processing (NLP), machine learning algorithms, intelligent chatbots, automated email generators, virtual assistants, sentiment analysis platforms, predictive communication systems and other emerging solutions have ushered in an era of streamlined and intelligent interaction, aiding managerial decisions.

AI's increasing role within corporate communication has many benefits. AI-powered communication tools enable quicker communication, higher accuracy, less language barriers, and managers to process vast amounts of textual information to make informed decisions. All of these kinds of systems can generate reports, schedule conferences easily, develop professional e-mail messages, design styles of communication, and even offer some helpful insight into staff and client perspectives. AI-driven English communication helps smooth out nuances and ensures uniformity, professionalism, and effectiveness in cross-cultural business scenarios, making it highly suitable for organisations looking to grow globally. Therefore, AI is becoming a tactical weapon that can assist companies in boosting overall productivity, creativity, and competitiveness.

The benefits are heartening, but the wide introduction of AI in the corporate language perhaps introduces some serious ethical issues that call for some serious analysis of needs. Ethical questions regarding the communication in a case of AI-generated policy proposals is one of the significant issues. The transparency of the communication is one of the greatest ethical challenges of generating policy recommendations with AI. Not all managers and stakeholders may be aware of the content generated or modified by an AI system, which could lead to misconceptions regarding content Authenticity and Trust matters. It can be confusing and make communications in an organization less credible when it is hard to tell the difference between human efforts and AI. Further, with the increasing complexity of AI systems, there is also a growing question regarding who is the responsibility for any misinformation, error or morally dubious decisional result of AI in communicating.

It also entails ensuring data privacy and security. There is a dense reliance on large datasets in the learning, analysis and output of meaningful communication for AI systems. These types of files frequently include information that is sensitive to the organization, employees and customers. But there are dangers of legal liability and damage to personal reputation if your organization's personal information is not only public, but unauthorized as well. But to ensure AI communication tools are aligned with regulatory landscape, ethical guidelines and ultimately aid managers in protecting their stakeholders' interests, it is advisable that managers ensure they operate accordingly.

One other crucial challenge to algorithmic technology for managerial communication is algorithmic bias. The learning models of AI systems are derived from past information and this information could contain built-in biases regarding gender, race, culture, language and social background. Communication, recruitment, appraisal of an employee's performance, client interaction, managerial decision making, and other areas can be impacted by these biases. There is the potential for unintended consequences, as well as inequalities to be perpetuated or reinforced and for possible unfair

organizational using AI-generated recommendations, if not monitored and managed suitably. As a result, managers should not take the word of AI – they need to carefully consider what the algorithm suggests.

The ethical implications of AI even reach the capability of reducing the human discount to managerial decisions, relying on emotion and judgment rather than AI. While AI systems excel in processing vast amounts of information, they fall short in areas such as empathy, the context of communication and ethical and social aspects and are still not as skilled in interpersonal sensitivities, belonging to their arena; corporate communication. Overreliance on technology to communicate with others can reduce the human element in important decision making tasks, and the relationship component of leadership. Know how to balance the effectiveness of technology and regard for people to get ethical and responsible communications in organizations.

Further, issues around the application of AI in the workplace and employee surveillance are arising. By analyzing communications using AI tools, employers can track employee discussions, performance, and routines. AI-based communication analytics can assist with monitoring employee communications, productivity, and behavior. All such features can be beneficial in the workplace, but impair worker privacy and freedom if used in an unethical manner. As the network of the organisations expands, it is important to establish policies and seek informed consent to ensure trustfulness among individuals.

The ethical issues surrounding AI in business English interaction are a growing topic of interest for scholars, practitioners, and policymakers. This research aims to investigate the influence and questions arising from AI in managerial decision-making and examine the ethical considerations that might arise in business communication context. The aim of this study is to investigate how AI can impact managerial decision-making and discuss the ethical implications that might arise in the context of communication in the workplace. The study hopes to inform readers of transparency, accountability, privacy, bias, and the need for human oversight in the use of AI; and help advance the development of ethical standards and responsible management practices. The results should be valuable to AI technology managers and organisations seeking to harness AI technology in an ethical manner, build trust with stakeholders and make sustainable business decisions in an ever-changing digital world.

Literature Review

With the humanizing presence of AI in the organizational activity, researchers have begun approaching the ethics of AI both in management decision-making and in communication at work. Earlier studies have identified potential risks and opportunities in the rollout of AI, and highlighted the need for reflective management mechanisms.

In an article from the Pew Research Center's Internet Project in 2015, along with others, Autor pointed out that technology does not merely substitute for jobs, it substitutes for jobs. The study underscored the importance of human judgment alongside AI for complex decision-making processes, stating that although AI helps with productivity and efficiency, it cannot replace human judgment. In the spirit of that, Acemoglu, Autor, Hazell and Restrepo (2022) studied jobs available on the online labor market and concluded that AI technology is more likely to be directly linked to the needs of labor and managerial jobs. This means that their research says there's a demand to further customize the approach and decision-making processes for communicating with and utilizing AI tools in an organizational context.

AI can be assessed using ethical theories which work as a scaffolding system. An ethical theory can be used in a scaffolding manner to evaluate decisions created by AI. Alexander and Moore (2021) wrote about deontological ethics, stating that the purpose of actions must be based on moral obligations and principles, rather than its results. As with other managerial applications, ethics—such as fairness,

transparency, and accountability—must be observed first, and are especially important in using AI for managerial communication, where benefits of efficiency come second. Similarly, Beerbaum and Otto (2021) created an AI ethics taxonomy for robotic process automation (RPA), recognizing some crucial ethical aspects such as responsibility, transparency, privacy, and the trustworthiness. Throughout their research they note the need to create guidelines that promote ethical usage of AI in business workflows.

Many texts have been written on the topic of algorithmic bias. However, in the field of criminal sentencing, the study by Angwin, Larson, Mattu and Kirchner (2016) showed how predictive algorithms and algorithms in general have racial biases, and how AI systems can continue to perpetuate racism in society. The results are relevant for corporate decision making because in even the legal context, strategically developed communication, customer interaction, etc. are influenced by biased algorithms or the evaluation of employees. This research highlights the importance of a critical evaluation of AI templates and fair application of AI in the workplace.

This is also a subject that has been explored extensively with regard to the personae of AIs in interactions. When looking at customer and customer robot service failures and successes, Belanche, Casaló, Flavián and Schepers (2020) investigated customers' perceptions of responsibility. When customers have been issued from humans and/or AI systems, those differences were identified, as were differences in the way customers take responsibility for the outcomes. One obvious accountability that arises is the committee responsible for communicating within a corporation where the decisions to be made and the communications to stakeholders are made by AI.

The ethical dilemmas stemming from the adoption of digital platforms and technology-enabled business models also play a role in the issue of AI governance. Berger, Guo and King (2020) focused on ethics and moral behaviour in the sharing economy and found that the technologies used may influence moral aspects of consumer's life and their decision-making process. Similarly, Bhargava and Velasquez (2020) investigated ethics of the attention economy and disclosed its problems of manipulation, manipulation and addiction to social media online. To underscore, these studies show that communication systems that rely on AI can have a significant impact on perceptions and behaviours and anyone looking to use such communication systems would need to take a look at the issue from an ethical perspective.

However, as an emerging field of study, another aspect of leadership in the internet/s is becoming increasingly popular: its ethics. In reviewing the literature, Bhatta (2021) uncovered a number of dilemmas ethical leaders encounter in technology-oriented organizations, such as transparency, protection of privacy, the trust of stakeholders, and responsible innovation. The study emphasized the role of ethical leadership in positively contributing to the implementation of these technologies based on artificial intelligence in order to achieve the organization's objectives and without compromising its ethical values. The outcomes of these studies have special significance in a managerial decision-making process due to the requirement of the jobholders to focus on technology efficiency while keeping the responsibility towards ethics.

Bietti (2020) has reviewed "ethics washing" and noted that many organisations have a statement of their ethical principles but do not implement any measure for accountability for AI. research warns against "mouth washing incentives" that may trigger danger of public mistrust and an alienation between policy and the use of the technology. It emphasizes the need for robust governance and ethical considerations for AI-powered corporate communication technology systems.

The work in the field of Human–AI Interaction has been useful as well. Borau et al. (2021) concluded that when AI systems are endowed with human-like features, it is enhanced by user acceptance and

trust. AI communication tools are being considered for use due to such findings, but they also highlight ethical issues around transparency and the users' tendency to mistrust AI abilities. Stakeholders need to be notified about communications that are generated by AI tools; this interaction must be addressed, and organizations need to make sure stakeholders are informed.

With respect to the regulatory side, Bradford (2020) made the study of impacts of the European Union (EU) regulations visible in the standards set all over the world in the field of technology governance, known as the "Brussels Effect". Overall, the research highlights the growing importance of regulatory compliance in AI deployment, particularly in areas of privacy, accountability, and ethical practices. The regulations have significant implications for the design and development of AI communication system in organizations.

Finally, Brynjolfsson (2022) commented on the 'Turing Trap' and about how organisations invest in AI technology instead of in improving their human capabilities by complementing the capabilities of AI. The study recommends policies, practices and philosophies that are based on being human-centred when relating to managerial skill and ethical assessment. Empathy, understanding through context, and reason and ethics play a vital part in the managerial decision-making process in corporate English communication, especially in this perspective.

The literature reviewed provides a thorough overview of the potential benefits of AI for improving the efficiency of organizational communication and decision-making, but also highlights the important ethical issues that should be considered, such as bias, transparency, accountability, privacy, trust, and human oversight. These previous studies provide a solid base for the study of the ethical impact of AI in business English and leadership, warranting further empirical studies in this field.

Objectives of the study

1. To examine the role of Artificial Intelligence in enhancing corporate English communication and its influence on managerial decision-making processes in organizations.
2. To analyze the ethical implications of AI adoption in corporate communication with special reference to issues such as transparency, accountability, data privacy, and algorithmic bias.
3. To assess the extent to which managers balance AI-driven recommendations with human judgment while making ethical and effective organizational decisions.

H₁ (Alternative Hypothesis): There is a significant relationship between managers' reliance on AI-driven recommendations and the use of human judgment in making ethical and effective organizational decisions.

H₀ (Null Hypothesis): There is no significant relationship between managers' reliance on AI-driven recommendations and the use of human judgment in making ethical and effective organizational decisions.

Research Methodology

This study adopts descriptive and analytical nature focusing on the ethical issues of Artificial Intelligence (AI) in corporate English communication with a consideration to managerial decision-making. The major method used for the present research is a mixed method that has two components: Literature Review, and Managerial Level Employees Survey. The intended audience is aimed at managers across corporate industries where AI-powered tools for communication, like chatbots, decision-support systems, and automatic email systems, are utilized. Respondents who have first-hand experiences with AI-powered communication in their jobs are sampled using a purposive sampling technique. A structured questionnaire is developed as a five-point Likert scale to gather primary data on the variables related to AI use, ethical considerations, decision-making processes, trust in AI systems and human oversight in the communication process. Reliable scholarly data from books, research

articles and authentic online databases are used to establish a good theory base. The data gathered is then statistically analyzed with the use of tools like percentage analysis, mean, standard deviation, correlation and regression analysis to understand the relationship among AI adoption and ethical decisionmaking practice. Additionally, the study aims to guarantee the instrument's reliability and validity, including through pilot testing and the input from experts. Ethical issues are taken seriously and the respondents participate voluntarily with confidentiality maintained.

Table 1: Descriptive Statistics of Study Variables

Variables	N	Mean	Std. Deviation	Minimum	Maximum
AI-driven Recommendation Reliance	120	3.84	0.76	1.00	5.00
Human Judgment in Decision Making	120	3.92	0.71	1.00	5.00
Ethical Decision-Making Effectiveness	120	3.88	0.69	1.00	5.00

The findings of the descriptive analysis of the study variables revealed that the managers have a moderate extent of reliance on using the AI-driven recommendations for ethical and effective organizational decisions, and a high extent of reliance on human judgment for the same purpose. The average rating for using AI for recommendation reliance indicates that AI tools are commonly utilized in managerial communication and decision-making processes, highlighting the growing acceptable approach of buying intelligent instruments in business settings. Meanwhile the relatively higher mean score observed for human judgment suggests that managers are still somewhat emphasizing experiential knowledge, contextual understanding, and ethical reasoning for decision-making activities. All of the standard deviations are not grossly high compared to one another, revealing that the responses of the managerial respondents were reasonably consistent across variables. This indicates there isn't much great variation in citizens' views of the balancing of AI and human judgement within the sample. What's observed shows that AI doesn't take the place of human decision-making, but works alongside it, and managers are responsible to use the algorithms as a recommendation and add other thinking and ethical concerns. This balance can be achieved in corporate English communication, enabling efficient and responsible decision-making. Overall results of this descriptive data analysis can be considered as preliminary corroboration for the proposed relationship between AI use and human judgment, and for future inferential data analysis through correlation or regression, the data before being subjected to statistical analysis.

Table 2: Pearson Correlation Analysis between AI Reliance and Human Judgment

Variables	Mean	Std. Deviation	1	2
1. AI-driven Recommendation Reliance	3.84	0.76	1	0.62*
2. Human Judgment in Decision Making	3.92	0.71	0.62*	1

N = 120

* Correlation is significant at the 0.05 level (2-tailed)

moderate positive correlation between the use of the ethical and effective organizational decisions recommendations generated by AI and the use of human judgement ($r = 0.62$) There is a statistical significance relationship our subjects at 0.05 level which means that it is not chance. It signify that managers are increasingly accepting and implementing AI suggestions while actively engaging in decision-making on a personal level with human oversight. It does not appear in the institution's decision making that AI is making a decision, but that it is meant to make. The use of AI in institutional decision making is seemingly to support or enhance the analytic and ethical decision making, rather than to make a decision. Thus the null hypothesis (H_0) is rejected and the alternative (H_1) is accepted, which indicated that there is a significant relationship between the variables under consideration.

Overall Conclusion

Overall, the present study on Ethical Implications of Artificial Intelligence in Corporate English Communication: An Analytical Study of Managerial Decision Making brings into focus the increasing emphasis of AI as a enabler technology for the Contemporary English Communication in Organizations. The finding presented that Artificial Intelligence is been widely used in corporate environment to enhance the speed, accuracy and efficiency of the English communication skill as it helps the managers in their decision making process. It emphasizes ethical concerns with the use of AI, including transparency, explainability, privacy, fairness, and algorithmic bias, as well as the over-reliance on AI-driven decisions.

Having a significant positive association between using AI suggestions and the manager's experience in managing using human involvement indicates that although AI does influence, it does not supplant, how manager's make ethical and effective decisions. When it comes to continued work with human judgment in the case of ethical and effective decision making, managers are shown to continue to work with the recommendations given by AI – there is an extremely positive correlation. This implies that the use of AI does not replace management cognition, but complements human intelligence. Managers' integration of AI-backed knowledge, ethics, and situational awareness into their decision-making reflects careful and responsible incorporation, balancing them with careful consideration of effective management. This is also observed to be statistically significant through hypothesis testing with the results obtaining acceptance of the alternative hypothesis.

The research also shows that there are different types of restrictions on AI: While it can be beneficial to boost productivity in subject-related writing tasks in the context of corporate English communication, it cannot replace qualities that are still relevant in managerial employment, such as empathy, ethical sensitivity, and moral concern. As a result, it's essential for organisations to balance AI tools with human oversight to maintain ethics and quality of decisions.

Lastly, AI can be considered as a tool for management decision-making rather than adversaries. The study recommends the adoption of a strong ethical framework, governance policies governing the use of AI, and a sustained approach to ongoing education in managing the responsible use of AI for business communication. Remaining part of it will allow them to keep up with the technological developments and not to overlook ethical issues and to make decisions in the digital business environment, taking humans into account.

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