

Prime Drive Case

The ethical dilemma in the PrimeDrive case centers around Keri who has discovered that her boss has been repackaging and shipping out hard drives he knows are defective in order to avoid booking losses. The problem in this case is what should Keri do now that she knows about this?

The information technology component involved in this case is hardware, specifically disk drives. They create a special circumstance in this case because disk drives can be sensitive to a number of things and some customers may be under the impression that they broke the hard drive themselves, when they had actually received a broken product.

The four critical stakeholders in this case are Keri, her boss, Stokes, and PrimeDrive's customers. Each of these stakeholders has rights in this situation. Keri has the right to expose unethical practices in her workplace. Her boss has a right to work towards meeting the goals set by Stokes. Stokes has a right to run the company as he sees fit, and the customers have a right to receive a product that works.

5. From a deontological perspective, Keri exposing the unethical practices committed within her workplace is the most ethical. Now that Keri has this information, she is obligated to report it whether it be beneficial for her company or not. As an employee of the company she has a duty to the customers to sell quality products that her customers pay for. If she lets these actions continue, she is automatically associated with it as well as the consequences brought to her company once the practice is revealed. However, by revealing these actions she protects her morals, integrity, and reputation which will aid her in obtaining another job in case she is subject to being fired.

5. From a deontological perspective, Keri doing nothing about the situation would be the most ethical. Since she is a loyal employee, her duty is bound to the company. She wants to company to succeed and be efficient due to the demands of new management. With these actions, no one loses their jobs and people will still be able to keep working, appeasing the manager's demands.

6. From a teleological perspective, Keri exposing the unethical practices committed within her workplace is the most ethical. The company can suffer many consequences once the information is unearthed. Once that is done, the company overall, loses their reputation and credibility, as well as their employees. Keri would also be held responsible for these unethical practices because she had knowledge of it being committed within her workplace.

This action maximizes social welfare because it looks out for the larger amount of people instead of looking out for one, her boss. By choosing this action, it will allow the customers, the larger amount of people, to receive proper functioning disk drives like they should.

7. I would recommend Keri to tell Stokes, or a person in a higher position about her boss's actions. First, she knows what he is doing in order to keep his numbers up for the company, which could possibly give her boss praise from others that is not correct. If and when her boss gets caught, he could probably throw Keri under the bus for having knowledge of sending out defective disk drives. If Keri lets out this information, it will cost the company, but it would be worse if she keeps it to herself. She will just be digging a deeper hole for herself and the company for not letting out the information.

She could try again to speak with her boss to try to change his mind, but if that doesn't work, the ethical and moral thing to do is release this information.

7. To resolve the ethical dilemma or issue, Keri should come forward to the higher ups of the company and confess to her boss' shady drive repackaging. To put this simply, it is her job as an employee of the company to maintain their policies even if it hinders her department's budget, in that they do not meet the 40% quota. Even if Keri should lose her job due to the whole fiasco, she would have maintained an integrity as an employee that most companies would covet. This would lead her to get a new job opportunity very swiftly. Luckily though, since Keri approached this from a deontological perspective, Stokes would most likely retain her as an employee due to her honesty and saving the company from a larger scandal. Especially so, since he is one of the main investors within the company. Keri may even be promoted to a position higher than she is currently due to her handling of the situation.

7.1. To resolve the ethical dilemma, Keri should come forward to the board of directors of PrimeDrive and notify them of her boss's defective drive repackaging. It is her job as an employee of the company to maintain their policies even if it means that they do not meet the 40% quota. While there is a chance Keri could suffer consequences from this course of action, she shows integrity. Though by approaching this from a deontological perspective, it is likely that Stokes will retain her as an employee due to her honesty and preventing further misconduct. There is also a chance that Keri may be rewarded for coming forward with this information.

6. From a teleological perspective Keri notifying someone higher up would be the morally right thing to do. The greatest happiness will come to the greatest number of people by making sure customers are getting a working product. While it is likely that some employees, including Keri herself may suffer consequences from notifying someone about her boss repackaging defective drives, the greatest good comes from all the customers receiving what they are paying for.

4. Four courses of action that Keri could take are to notify Stokes about the issue, to notify the press about the issue in the company, to notify the board of directors about the issue, and to do nothing about the issue. If Keri chooses to notify Stokes, there is a chance he would stop the practice of repackaging defective drives, but it is also possible that he may not care about

anything but the bottom line and allow the practice to continue. If Stokes doesn't care that Keri's boss has been repackaging damaged drives it is likely that Keri will suffer consequences for going over her boss's head and bringing the issue to light. If Keri chooses to notify the press about her boss's actions it would likely lead to bad publicity for the company, which could hurt everyone employed there. It is also likely that Keri could lose her job if anyone finds out she was the one who notified the press. If Keri chooses to notify the board of directors about the issue there is a better chance that Stokes would not be allowed to ignore the issue and the company will stop repackaging defective drives, but there is still a chance that Keri may suffer from consequences from this choice. If Keri chooses to do nothing, her boss will continue to ship out defective products, though her department may stand a better chance at meeting Stokes goals and avoid any disciplinary action from him.

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