

Ethical Dilemma Response

Scenario: Pressured to Alter Performance Data

As an IT Supervisor, I encounter a situation where upper management pressures me to present manipulated metrics for a recently deployed cloud-based application. The actual data reveals multiple user complaints and unstable performance; however, senior executives prefer that only high-performing indicators be shown to stakeholders and investors.

Ethical Issue:

The dilemma lies in choosing between preserving integrity or succumbing to pressure for short-term organizational optics.

Decision:

I will **refuse to alter the performance metrics** and instead present an accurate report of system issues, accompanied by a remediation plan. My decision is based on the ethical principle of **integrity**, which is foundational for long-term leadership credibility and trustworthiness (Johnson, 2018).

Justification:

As a leader, my role includes **upholding truth, modeling transparency**, and enabling responsible decision-making based on real data. Altering performance reports misleads stakeholders and violates ethical codes of conduct. Further, doing so could expose the organization to compliance and financial risks.

“Ethical leadership involves listening to your inner moral compass rather than external pressures, even when it’s difficult” (Northouse, 2021, p. 246).

References

- Johnson, C. E. (2018). *Meeting the ethical challenges of leadership: Casting light or shadow* (6th ed.). SAGE Publications.
- Northouse, P. G. (2021). *Leadership: Theory and practice* (9th ed.). SAGE Publications.