r

by himashanethminism 1

Contents

Introduction

The objective of this essay is to analyse the ethical issues that have arisen with a small software company working on an integrated inventory control system for a very large national shoe manufacturer. Throughout the essay, various perspectives and techniques that are used to analyse the ethical issues and the skills required to maintain good professional standards along with proessional behaviour are discussed.

Analyses Ethical Issues

Doing Ethics Technique is used to analyse the ethical issues related to the scenario described in the introduction section. It is necessary to develop a method that is simple for individuals to use and encourages them to prioritize moral behaviour (Simpson, Nevile and Burmeister, 2003).

The following steps are carried out in the analysis process.

- What is going on?

   The scenario arises as Jane, the quality assurance engineer in the software company who is in charge of testing the software manufactured by the software company she works for is not satisfied with the testing techniques followed related to inventory functions which is an important part of the application where they are working on an integrated inventory control system for a very large national shoe manufacturer. Although the testing has been done according to the agreed contracts, the quality assurance engineer thinks that the system would be at risk if the inventory functions are tested further. She has come across a situation where she is pressurized by the employees on signing off the software on time as they will lose business. But she thinks that if the inventory component fails, it will cause a damage to the client who is the large scale shoe manufacturer and employees working in the software company who are the main stakeholders. She hopes to make the best decision after analysing the ethical issues from various viewpoints.

- What are the facts?
   1. The software company is working on an integrated inventory control system for a very large national shoe manufacturer.

2. Jane is the quality assurance engineer and is not satisfied and senses risks associated with the inventory module of the software although the software has passed all the contracted tests

3. The system will gather sales information daily from shoe stores nationwide. This information will be used by the accounting, shipping, and ordering departments to control all of the functions of this large corporation.

4. The company is pressurizing Jane to sign off the software as they will run out of business if the software is not released on the deadline

- What are the issues?
  1. The risk associated with the adequate testing of software is significant although it does not make a deadly impact.

  2. Jane is pressurized by the other employees in the software company to sign of the software

  3. If the inventory module fails after the software is released, it will affect the employees in the software company, employees and the management of the shoe manufacturer and customers of the shoe manufacturing company

- Who is affected?
  1. Employees in the software company including Jane; the quality assurance engineer.

  2. Employees of the shoe manufacturing company

  3. Customers and other stakeholders associated with the shoe manufacturing company

- What are the ethical issues and implications?
  1. Moral decision-making - Although the degree of harm in the scenario is less, the quality assurance engineer is in a critical situation where she has to make a moral decision. The potential harm caused to all parties and stakeholders involved should be evaluated along with the financial concerns of the employer when making the decision.

  2. Professional responsibility – This is applied to all the professionals making decisions using their skill and previous experience on behalf and or the behalf of others in professional contexts (philosophia.uncg.edu, n.d.). Here, to ensure that Jane is professionally responsible, she should test the software to meet all the

quality standards and take further steps to mitigate potential threats. In this scenario, it can be said that Jane is professionally responsible as she is raising concerns over the lack of testing done in the inventory module.

3. Informed consent – The client should be communicated and informed about the risks that can arise while using the software if the other employees are pressurizing Jane to sign off the software. She should elaborate on the act that, although the software is fully tested as per the legal contract, according to her experience, other threats can also arise in the inventory module and it may malfunction.

- What can be done about it?

Although Jane is required to perform the tests in the legal contract before sign off, it will be unethical to release a software with identified risk. She should look into the ethical principles such as professional integrity which means evaluating the quality and the reliability of the software, honesty as she has identified the risks due to lack of testing, she should be honest to communicate them with the stakeholders and she should be responsible for the quality of the software while fairly treating both the client and employees of her company.

- What options are there?
    1. Jane can sign off the software as the contracted testing is done without thinking about the potential threats arising in the future
    2. Jane can communicate her opinion and concern to the other employees that the quality of the software is equally important as meeting the deadlines and refuse to sign off the software
    3. Jane can consult some highly experienced professionals within the company or get help from experts in the industry regarding the best decision to make

- Which option is best and why?

The best option is that Jane should refuse to sign off the software

The reason is if she thinks and identifies that there will be significant risks, she should communicate it with both the employees in her company and the shoe manufacturing company. She should take advice from the experts in the industry and test the software thoroughly before sign off.

Analyses Ethical Issues from different perspectives

As an employee, she should make sure that the software is of high quality and up to the standards. As she has identified potential risks through her experience, she should not sign off without addressing these risks as she will be risking her professional integrity and honesty in the process.

As an employer, they are afraid of losing the business and incurring financial loses as they think they will fail in meeting deadlines. Pressurizing Jane to sign off over her raised concerns is inappropriate and can have a bad image on the company if the software will not function well after sign off.

As a stakeholder, it should be understood that the performance and the functionality of the software is important for the shoe manufacturing company and its employees. Therefore, without only considering the money spent, they should also understand that high quality software is important to handle and satisfy their customers.

Ethical Interventions

1. Investigating – The necessary information and evidence should be collected by conducting interviews to get ideas about the unethical behaviour

2. Reporting the unethical behaviour – If the behaviour can cause significant impact on anything related to the company and its professionals, it should be reported to the higher management

3. Advising - If any minor unprofessional behaviour is detected, feedback should be provided then and there and advice should be given to minimize similar situations in the future.

4. Reward – When ethical behaviour is identified, the individual should be praised and rewarded as it will be a motivation to the rest of the employees

5. Training the employees – Various training programs should be conducted to educate the employees regarding what can cause unprofessional behaviour and the disciplinary actions that the company would undertake if professionalism is violated to minimize such behaviours.

IT and Professional Skills

1. Continuous learning and improvement – This is a concept where new skills and experience can be gained by expanding a person's knowledge (LearnUpon, 2020). This can be done by staying updated through reading books, articles and magazines, holding discussions with the experts, surfing the internet and taking relevant courses.

2. Setting goals – Setting goals and objectives to be achieved in professional lives and continuously reviewing them to achieve them while working towards the goals

3. Work-life balance – Keeping a good balance in both personal and professional aspects is important for both physical and mental health.

4. Facing challenges successfully- Taking fair risks and facing challenges would be good to gain more experience and face life successfully

5. Working with new technologies – Since the field of information technology is updating day by day, getting out of the comfort zone and gain knowledge about new technologies will be advantageous in order to survive in the industry.

6. Finding a good mentor – A mentor is an individual who can guide someone through support and advice (Cronin, 2022). A good mentor in the IT industry can be useful in providing and guiding an individual to explore different areas in the industry

7. Practical experience – Working in real world projects by self-studying and gaining hands-on experience is important to any IT professional as it helps to develop the problem solving skills and apply the theories learned.

References

Simpson, C., Nevile, L. and Burmeister, O. (2003). Doing Ethics: a universal technique in an accessibility context. *Australian Journal of Information Systems*, [online] 10(2), pp.127–133. Available at: https://researchoutput.csu.edu.au/en/publications/doing-ethics-a-universal-technique-in-an-accessibility-context#:~:text=A%20technique%20that%20people%20can [Accessed 9 Jun. 2023].

philosophia.uncg.edu. (n.d.). *Professional Responsibility | Business Ethics*. [online] Available at: https://philosophia.uncg.edu/phi361-matteson/module-3-social-responsibility-professionalism-and-loyalty/professional-responsibility/.

LearnUpon. (2020). *Continuous Learning: A Guide for your Businesses*. [online] Available at: https://www.learnupon.com/blog/continuous-learning/#:~:text=Continuous%20learning%2C%20also%20known%20as.

Cronin, N. (2022). *What is a Mentor? Definition, Purpose & More*. [online] Guider. Available at: https://guider-ai.com/blog/what-is-a-mentor/#:~:text=A%20mentor%20is%20a%20person.

r

r

Article Error You may need to use an article before this word. Consider using the article **the**.

Sp. This word is misspelled. Use a dictionary or spellchecker when you proofread your work.

Article Error You may need to remove this article.

P/V You have used the passive voice in this sentence. You may want to revise it using the active voice.

Missing "," Review the rules for using punctuation marks.

Proofread This part of the sentence contains an error or misspelling that makes your meaning unclear.

Article Error You may need to remove this article.

Prep. You may be using the wrong preposition.

Article Error You may need to remove this article.

P/V You have used the passive voice in this sentence. You may want to revise it using the active voice.

Article Error You may need to remove this article.

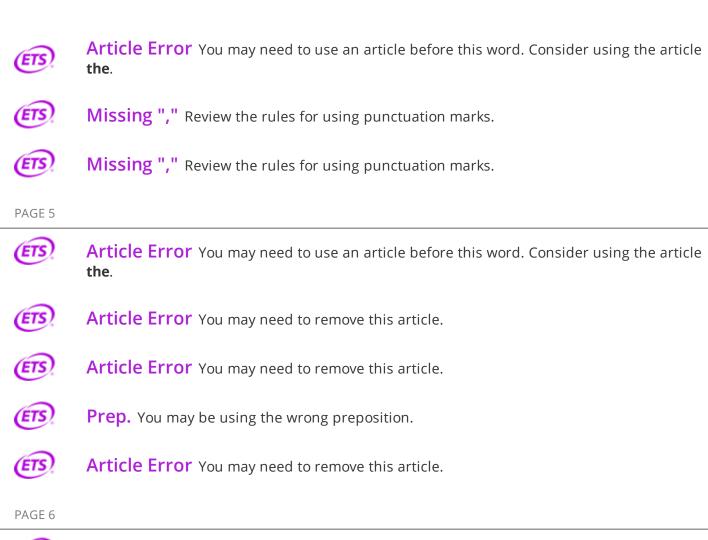**Prep.** You may be using the wrong preposition.

Article Error You may need to remove this article.

Article Error You may need to remove this article.

Article Error You may need to use an article before this word. Consider using the article **the**.

Missing "," Review the rules for using punctuation marks.

Missing "," Review the rules for using punctuation marks.

Article Error You may need to use an article before this word. Consider using the article **the**.

Article Error You may need to remove this article.

Article Error You may need to remove this article.

Prep. You may be using the wrong preposition.

Article Error You may need to remove this article.

Article Error You may need to remove this article.

Article Error You may need to use an article before this word.