

# Professional Ethics

## chapter - 3

Q:-1. How to resolve ethical problem? - 4/3 marks

The issues involved in understanding ethical problems can be split into three categories :

- \* Factual

- \* Conceptual

- \* Moral

⇒ Steps involved in Resolving Ethical Problems:

Step-1 Gather the relevant facts and identify the problems :-

Is there a conflict of values, rights or professional responsibilities? First of all we have to identify the problem and have to gather facts about that problem.

Step-2 Consider the ethical issues involved :-

What meanings and limitations are typically attached to these competing values? In this step we have to consider the ethical issues involved in this problem.

Step-3 Identify which fundamental principles are affected:

What are the threats to compliance with the fundamental principles of :

- \* Integrity

- \* objectivity

- \* Confidentiality

- \* Self-interest

- \* self-review

- \* Advocacy etc.



#### Step-4 Refer to the organisation's internal procedures:-

Does your organisation's policies and procedure provide guidance on the situation? Who should be involved, in what role and and at what stage?

#### Step-5 Consider and evaluate alternative courses of action :-

- \* Organisation's policies, procedures and guidelines.
- \* Applicable laws and regulation
- \* Universal values and principles generally accepted by society.
- \* Consequences.

#### Step-6 Implement the course of action and monitor its progress :-

- \* When faced with an ethical issue, it may be in your best interests to document your thought processes, discussions and the decisions taken.
- \* Written records will be useful if you need to justify your course of action.

— X — X —



Q:-2. What is ethical dilemma? Discuss the sources of ethical dilemma and method of resolving the same?

-7 marks

\* Meaning of Ethical Dilemma :-

An ethical dilemma is a moral situation in which a choice has to be made between two equally undesirable alternatives.

An ethical dilemma is hard to identify as it is very specific in nature and many situational factors are embedded in it.

It occurs in the type of situations when one has to choose between right v/s right sorts.

According to Doug Wallace :-

An ethical dilemma exists when one is faced with having to make a choice among following alternatives :-

- Significant value conflict among differing interests.
- Real alternatives those are equally justifiable.
- Significant consequences on stakeholders in the situations.



↳ An ethical dilemma is very specific in nature and having some special and salient features as follows :

- \* Outcome is uncertain
- \* Multiple choices and alternatives
- \* Mixed consequences
- \* Direct / indirect involvement

### \* Sources of Ethical Dilemma :-

↳ failure of personal character

↳ Conflict of personal values and organizational goals

↳ Organizational goals v/s social values

↳ Hazardous, but popular products.

↳ Corporations cross boundaries & become multinational companies.

↳ Newer technologies

↳ Diverse religious, cultural & social beliefs.

↳ Different economic systems

↳ Political systems and ideologies.

↳ Due to bribery, corruption or anticompetition issues.

↳ Competing interests

↳ Misaligned incentives

↳ Clashing cultures

↳ Leaders lead the way.



## \* Method of Resolving Ethical Dilemma :-

↳ Methods of resolving ethical dilemmas occur in organisation in different forms, framework and structure so single unique and standard method cannot be applied to resolve them.

↳ There are some classical approaches and traditional methods developed in resolving ethical dilemmas.

1) Utilitarian (end - based approach)

2) Universalism (rule based)

3) Case - based approach.

4) action - oriented approach.

5) Result - oriented ethics etc.

## ↳ Steps in Resolving Ethical Dilemmas :-

**Step - 1 :-** Determine whether there is an ethical issue or dilemma. Is there a conflict of values, rights or professional responsibilities?

**Step - 2 :-** Identify the key values and principles involved. What meanings and limitations are typically attached to these competing values?



**Step - 3 :-** Rank the values or ethical principles which -in your professional judgement are most relevant to the issue or dilemma. What reasons can you provide for prioritizing one competing value/principle over another?

**Step - 4 :-** Develop an action plan that is consistent with the ethical priorities that have been determined as central to the dilemma.

**Step - 5 :-** Implement the plan, utilizing the most appropriate practice skills and competencies.

**Step - 6 :-** Reflect on the outcome of this ethical decision -making process.

In this way we can resolve ethical dilemmas.

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Q8-3. What are sources of ethical behaviour?

-4 marks.

These are the following sources of ethical behaviour :-

↳ Religion :- It is the oldest source of ethical behaviour

↳ Culture

↳ Law

↳ Corresponds to basic human needs

↳ Credibility in the public

↳ Credibility with the Employees

↳ Better Decision Making

↳ Profitability

↳ Moral sensitivity

↳ Moral Judgement

↳ Moral Motivation

↳ Moral character

↳ cultural norms

↳ knowledge & values

— X — X —

Q:-4 What is ethical dilemma? Explain with example. -7 marks

Q:-5. How to resolve ethical dilemma? -3 marks

Q:-6. What are the sources of ethical dilemma? 3 marks

refer Q:-2.