

DELIVERABLE #7: Ethical Dilemma Response

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One of the ethical dilemmas that an IT Supervisor can realistically experience is when he or she is pressured by the upper management to manipulate performance data so a project looks more successful than it is. In this situation, a large client contract has been hit by a number of delays and quality hitches, making them worried about the possibility of a penalty or contract loss. The senior leadership asks the IT Supervisor to bend the system logs and productivity metrics in order to reflect a better report when reviewing the product with the client. This puts the supervisor in a bad position to save their job and to please the leadership as opposed to honesty and professional integrity (Gonella, 2025).

In this case, I would not be able to change the performance data but would introduce real numbers and elaborate on why they are so and what has been done so far to address the problem. I will do this as it is informed by a consideration of the ethical principle of integrity that pays attention to honesty, transparency, and acting right, even when under pressure. The long-term effects of misrepresentation the data might result in losing the trust of the client, harming the reputation of the organisation, and even getting legal penalties.

As a leader, I will be required to lead by example and create a culture of accountability. I would clarify to the leadership that the transparency instils confidence in clients and enables them to make realistic improvement action plans. Although the honest data might prove challenging in the short term, it will ultimately warrant a positive impact on decision-making and the establishment of superior, more honest client relationships. Maintaining integrity in such a situation not only saves the organisation from more dangers but also confirms the role of moral standards throughout the staff.

References

Gonella, S., Viottini, E., Gastmans, C., Tambone, S., Conti, A., Campagna, S., & Dimonte, V.

(2025). Lived experience of ethical challenges among undergraduate nursing students during their clinical learning. *Nursing ethics*, 32(3), 814-827.