



Ethical Problem Solution

Course: Professional Ethics for Information
Systems (SE 511)



Our Team

Eftekher Mahmud Efty - 1309

Mosamma Sultana Trina - 1313

Khandakar Mehedi Hasan - 1326

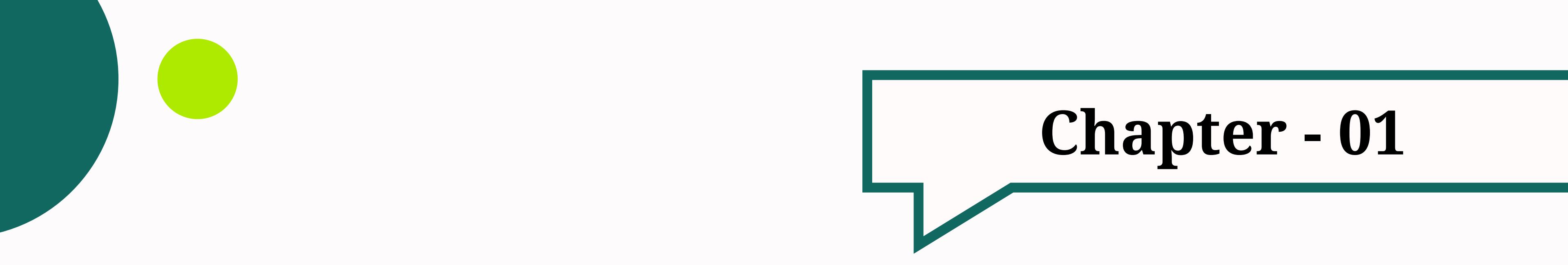
Ibne Bin Rafid - 1330



Ethical Decisions

Steps in decision making while ethical consideration





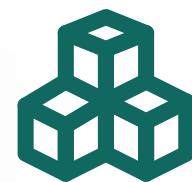
Chapter - 01

Problem: 04

As part of your company's annual performance review process, each employee must identify three coworkers to be interviewed by his manager to get a perspective on the employee's overall work performance. Your friend has offered to give you a glowing performance review if you agree to do the same for him. Truth be told, your friend is not a very dependable worker, and his work is often below minimum standards. However, he is a good friend, and you would hate to upset him. **What would you do?**



• Define the Problem

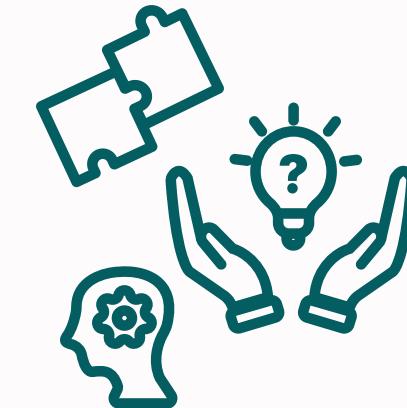


A friend as well as colleague has requested a positive performance review in exchange for doing the same but the friend's work often falls below minimum standards.

- Is It Ethical to Give a False Peer Review?
- Does offering a misleading review to maintain a friendship violate ethical principles in the workplace?



• Identify Alternatives



01

Agree to the deal with friend and provide a positive review in return for one from him.

02

Decline the offer and explain the importance of integrity in performance evaluations emphasizing the need for honesty and fairness.

03

Provide a balanced review that acknowledges the friend's positive attributes without overstating his performance, focusing on areas where improvement is needed.

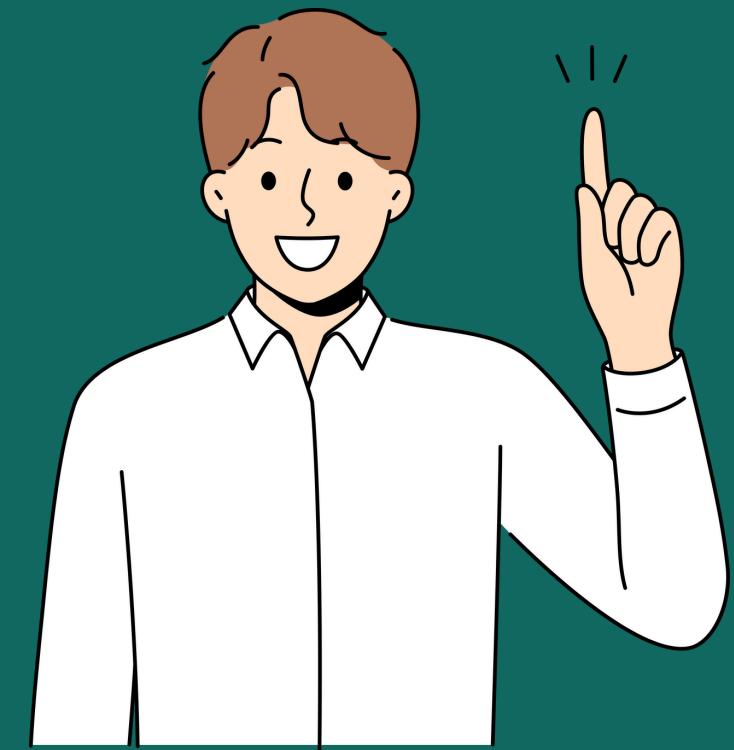
- **Evaluate and choose alternative**

- 01
 - **Impact on me:** Compromised integrity, potential guilt.
 - **Impact on the Organization:** Risk of inaccurate performance evaluations.
 - **Impact on Other Stakeholders:** Potential harm to the company's performance evaluation process.
- 02
 - **Impact on me:** Uphold integrity. May hurt your friend's feelings initially but ultimately helps them grow.
 - **Impact on the Organization:** Ensured accuracy in performance evaluations.
 - **Impact on Other Stakeholders:** Support for fair and accurate performance evaluations.
- 03
 - **Impact on me:** Logically correct but ethically wrong.
 - **Impact on the Organization:** Offers a compromise but still involves a degree of misrepresentation.
 - **Impact on Other Stakeholders:** May lose trust in the reliability.

Decline friend's offer

- Schedule a private conversation with him/her.
- Politely decline his/her offer explaining that I believe in providing honest feedback during the performance review process.
- Offer to provide constructive feedback to help him improve his performance.

- Implement Decision
[Option: 02]



- Evaluate results

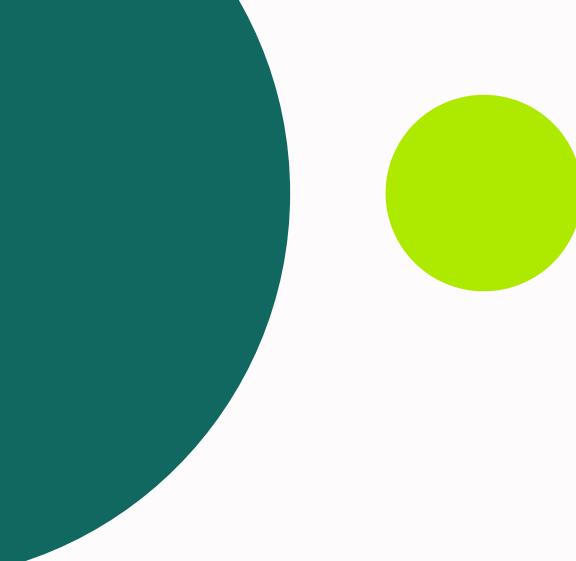
Success criteria:

- Maintained integrity and honesty in the performance review process.
- Provided accurate information to manager.
- Maintained a respectful and honest relationship with friend.
- Improved work performance from your friend due to the honest feedback provided.

Unintended Consequences

- Possible resentment or disappointment from that friend.
- May be he or she will be upset and the friendship could be damaged.



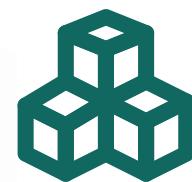


Chapter - 01

Problem: 02

You are currently being considered for a major promotion within your company to vice president of marketing. In your current position as manager of advertising, you supervise 15 managers and 10 hourly workers. As part of the annual salary review process, you have been given the flexibility to grant your employees an average 3 percent annual salary increase; however, you are strongly considering a lower amount. This would ensure that your department's expenses stay under budget and would send the message that you are able to control costs. **How would you proceed?**

- **Define the Problem**



As the manager of advertising, I supervise 15 managers and 10 hourly workers. The annual salary review process allows for a 3 percent increase, but I'm considering a lower increase to control costs.

Stakeholders: Employees (both managers and hourly workers), the company, myself, senior management.

Which alternative will be best for implementation?



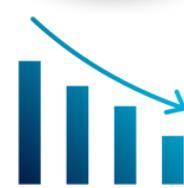
• Identify Alternatives

01



Provide the full 3 percent increase to all employees.

02



Provide a lower increase (less than 3 percent) to all employees.

03



Increase salary based on performance

04



Freeze salaries at current levels.

- Evaluate and choose alternative

- **Employees:** Increased satisfaction, potential strain on budget.

- **Company:** Budget strain, but positive employee sentiment.

01 • **Manager:** Positive perception but budget management challenges.

- **Senior Management:** Concerns about budget, but recognition for employee satisfaction efforts.

- **Employees:** Mixed reactions, potential morale decline.

- **Company:** Cost savings, but risk of decreased morale.

02 • **Manager:** Balancing cost-saving and morale challenges.

- **Senior Management:** Appreciation for cost-saving, concerns about morale impact.

- **Evaluate and choose alternative**

- **Employees:** High performers get higher raises, fair and motivating, but potential for perceptions of favoritism.
- **Company:** Boosts productivity, but needs solid evaluation systems and may face administrative challenges.
- **Manager:** Balances fairness and productivity while handling administrative workload and ensuring transparent evaluations.
- **Senior Management:** Acknowledges performance-based rewards, but scrutinizes fairness and evaluation effectiveness.

- **Employees:** Morale decline, potential turnover increase.
- **Company:** Immediate cost control, but risks morale and productivity issues.
- **Manager:** Challenges in morale management and budget adherence.
- **Senior Management:** Appreciation for cost-saving, but concerns about morale and productivity.

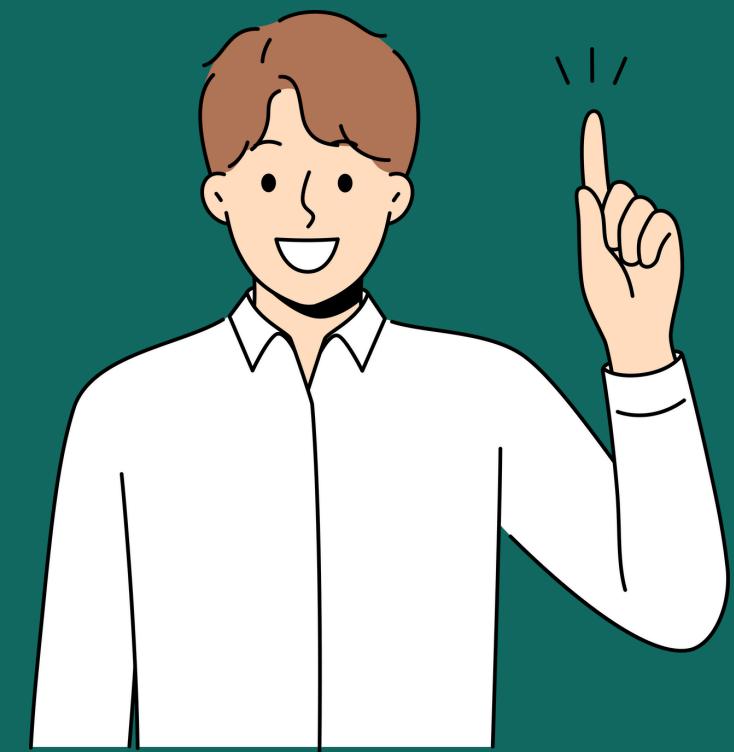
Increase salary based on performance

- **Employee Satisfaction:** Performance-based raises make employees happier by recognizing their hard work.
- **Budgetary Impact:** Initially tough on budget, but aligns expenses with performance, needing careful budgeting.
- **Morale:** Fair raises based on performance keep morale high by rewarding effort.
- **Retention:** Tying raises to performance helps keep valuable employees around.
- **Productivity:** Performance-based raises encourage employees to work harder, boosting productivity.

Considering the comprehensive evaluation, the best decision would likely be to implement **Increase salary based on performance**

- **Implement Decision**

[Option: 03]



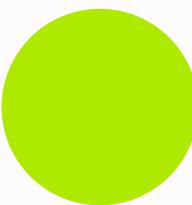
- Evaluate results

Best on the following criteria

1. Employee Satisfaction
2. Budgetary Impact
3. Morale
4. Retention
5. Productivity:



Salary increases based on performance evaluations mostly fulfil the criteria



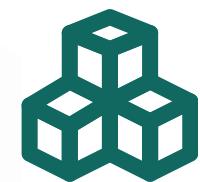
Chapter - 02

Problem: 03

Your old roommate from college was recently let go from his firm during a wave of employee terminations to reduce costs. You two have kept in touch over the six years since school, and he has asked you to help him get a position in the IT organization where you work. You offered to review his résumé, make sure that it gets to the “right person,” and even put in a good word for him. However, as you read the résumé, it is obvious that your friend has greatly exaggerated his accomplishments at his former place of work and even added some IT-related certifications you are sure he never earned. What would you do?



- Define the Problem

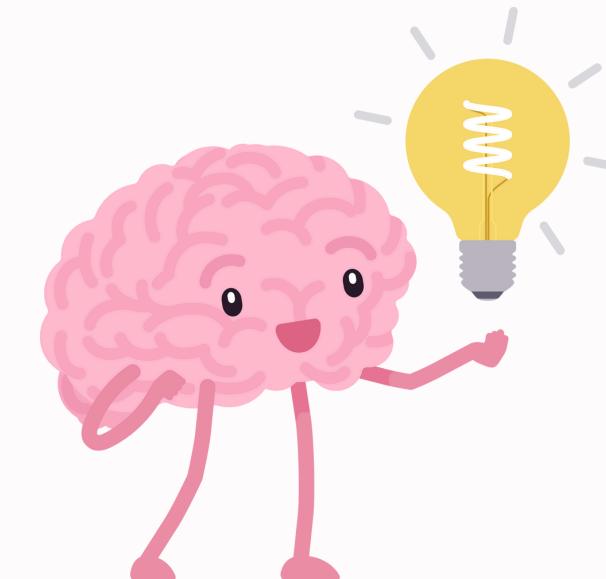


The problem is that my old college roommate wants a job at my company, but his resume is exaggerated with false accomplishments and certifications.

- Is it ethical to give a false peer review to maintain a friendship?



• Identify Alternatives



01

Ignore the
exaggerations
and vouch for my
friend

02

Confront my
friend about the
inaccuracies and
ask him to
correct them

03

Offer honest
feedback and
assistance to
improve his
resume without
guaranteeing a
job

04

Inform the
employer about
the inaccuracies
before any
further action

- **Evaluate and choose alternative**

01

Ignore the exaggerations and vouch for my friend:

- **Impact on me:** Compromised integrity, potential guilt.
- **Impact on the organization:** Risk of hiring unqualified candidate, affecting team performance.
- **Impact on other stakeholders:** Potential harm to company's reputation and performance.
- **Impact on friend:** Potentially hired based on false information, damaging his credibility if discovered.

02

Confront my friend about the inaccuracies and ask him to correct them:

- **Impact on me:** Potential strain on friendship.
- **Impact on the organization:** Ensures hiring process integrity.
- **Impact on other stakeholders:** Maintains trust in company's hiring process.
- **Impact on friend:** Opportunity to correct resume and maintain credibility.

- **Evaluate and choose alternative**

03

Offer honest feedback and assistance without guaranteeing a job:

- **Impact on me:** Upholding integrity, maintaining positive relationship.
- **Impact on the organization:** Encourages fair representation of candidates.
- **Impact on other stakeholders:** Demonstrates commitment to ethical hiring.
- **Impact on friend:** Gets honest feedback, opportunity to improve credibility.

04

Inform the employer about the inaccuracies:

- **Impact on me:** Potential damage to friendship.
- **Impact on the organization:** Prevents hiring of unqualified candidate.
- **Impact on other stakeholders:** Protects company's reputation.
- **Impact on friend:** Risks being rejected for the job, but learns the importance of honesty.

- Evaluate and choose alternative

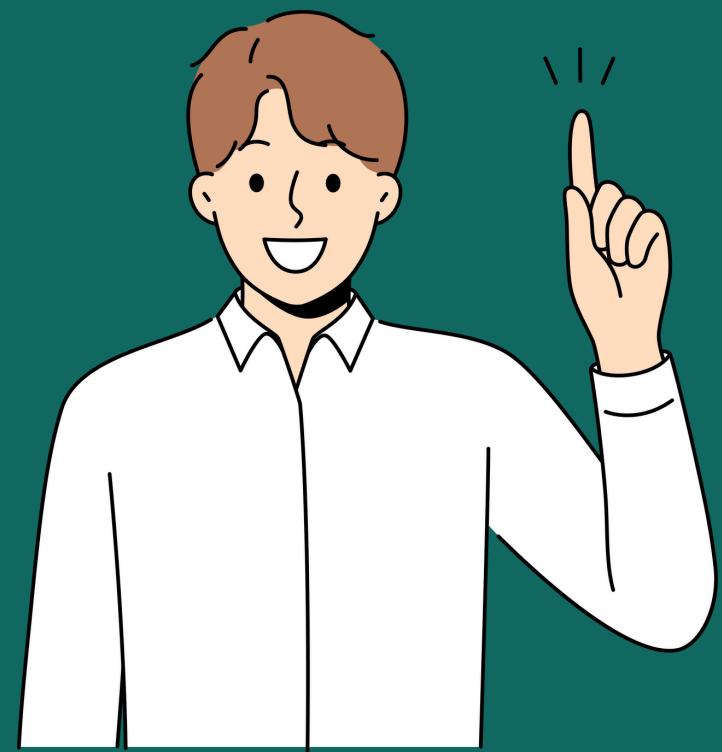
Decision

Considering the ethical implications, option C seems the most reasonable. It allows me to maintain integrity, help my friend, and avoid damaging our relationship.

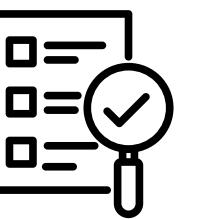
Offering Honest Assistance

I will reach out to my friend, express willingness to help, and offer constructive feedback on his resume. It's crucial that I emphasize I cannot endorse him based on false information. Encouraging him to revise his resume honestly is essential.

- Implement Decision
[Option: 3]



• Evaluate results

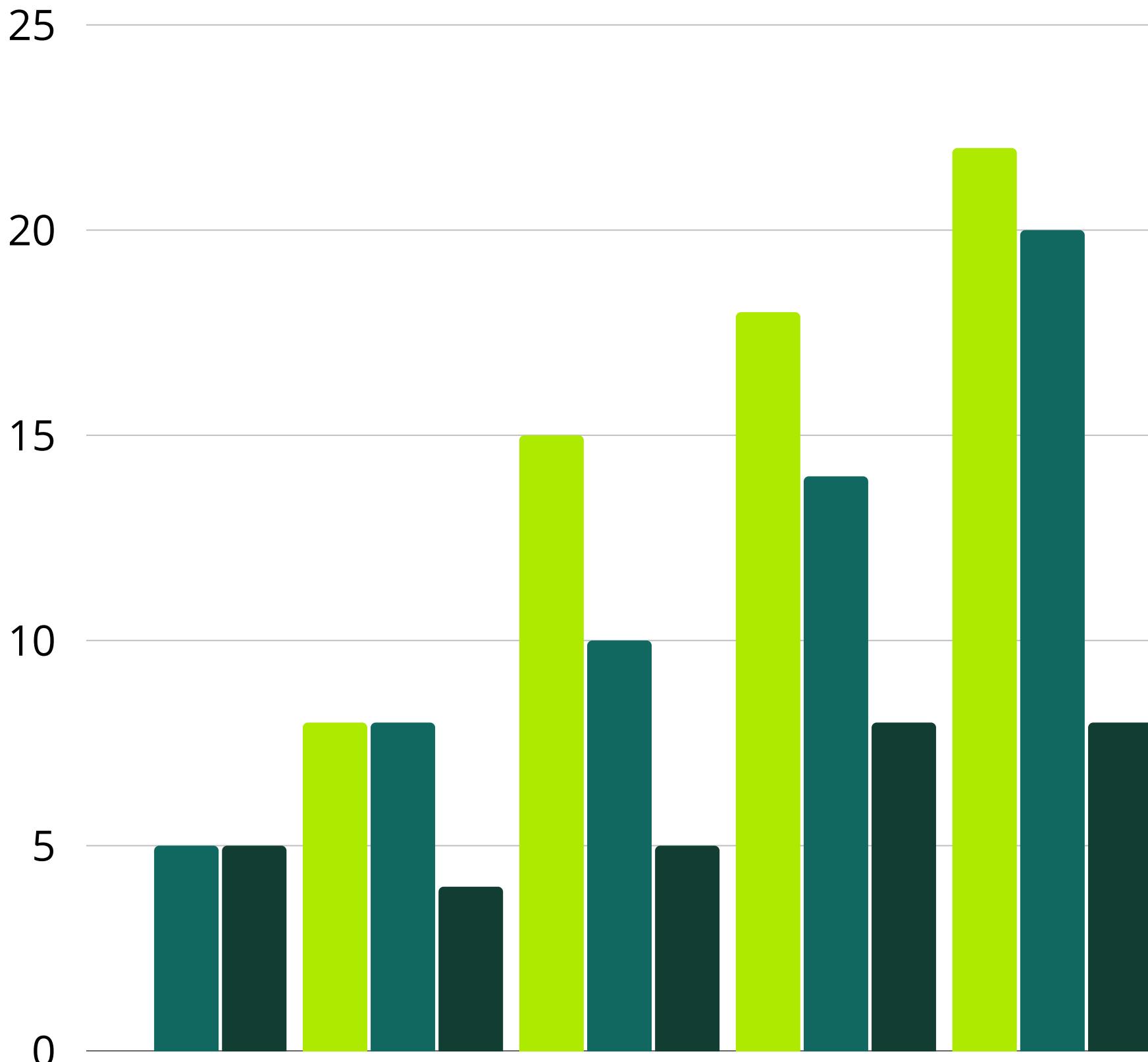


Success criteria:

- Maintained integrity and honesty in the support process.
- Provided accurate guidance to my friend.
- Preserved a respectful and honest relationship with my friend.
- Improved chances of success for my friend through honest feedback.

Unintended Consequences

- Possible resentment or disappointment from my friend.
- Risk of damaging the friendship if my friend reacts negatively.

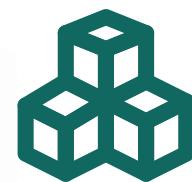


Problem: 05

Chapter - 02

You are in charge of awarding all computer hardware service contracts (valued at over \$2 million per year) for your employer. In recent emails with the company's current service contractor, you casually exchanged ideas about family vacations. You mentioned that your family is planning on vacationing in the Scottsdale, Arizona, area. You are surprised when the contractor emails you an offer to use his company's condominium at a plush Scottsdale resort, complete with golf and health club privileges. He assures you that the condo would normally be empty that time of year and that other customers frequently use the condo. The resort is one you are familiar with but have never used because the rental is well over \$5,000 per week. You would really like for your family to experience staying at a five-star resort but you worry about the potential consequences of accepting the offer. If your managers saw a copy of the emails exchanged with the contractor, could it appear that you were soliciting a bribe? Could this offer be considered a bribe? What would you do?

• Define the Problem



The problem is whether to accept the contractor's offer of using their company's condominium at a plush resort in Scottsdale, Arizona, considering the potential ethical implications and consequences..

Stakeholders: contractor , the company, myself, senior management.



- **Identify Alternatives**

01

Accept the offer
and use the
condominium..

02

Decline the
offer and make
alternative
vacation plans.

03

Report the offer
to higher
authorities within
the company.

04

- Evaluate and choose alternative

01

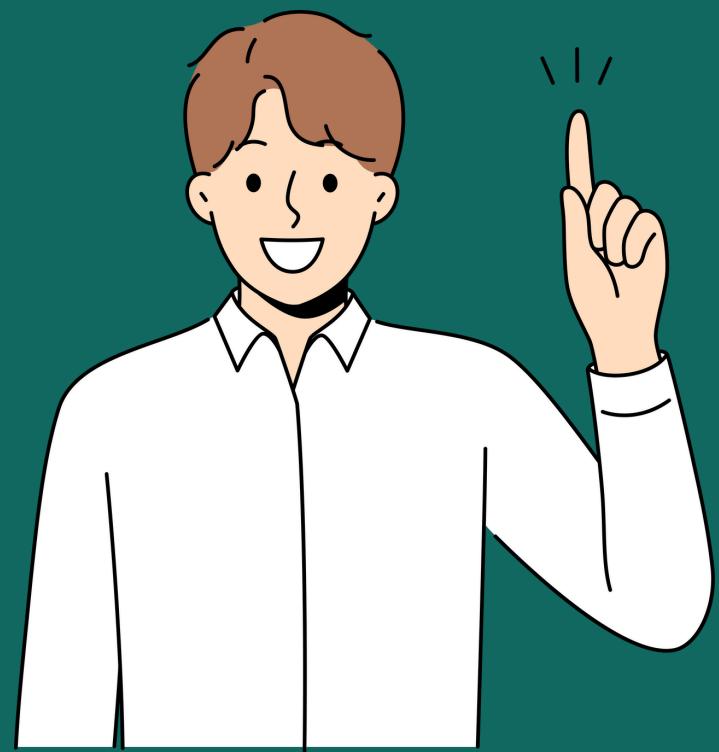
- Accepting the offer could create the appearance of impropriety or soliciting a bribe, as it may seem like a personal benefit influencing the decision-making process.

02

- Declining the offer maintains integrity but may mean missing out on a luxurious vacation opportunity.
- Reporting the offer to higher authorities ensures transparency and may help in maintaining ethical standards.

- Based on the evaluation, the most ethical course of action is to decline the offer. This decision aligns with the ethical guidelines and principles of avoiding conflicts of interest.
- It would be important to communicate to the contractor that while the offer is appreciated, it cannot be accepted due to company policies and ethical considerations.

- Implement Decision



- Evaluate results

1. By declining the offer, you uphold integrity and transparency in business dealings, which can contribute to maintaining trust and credibility within the company.
2. Additionally, reporting the offer to higher authorities ensures that there is awareness of such situations and helps in preventing potential ethical lapses in the future.





Thank You