**WMET3110**

**READING REFLECTION 1**

**ZAIDATULNAJLA BINTI HAMDI (WEP140010)**

1. **What are ethics?**

Ethics can be defined as a set of moral principles, especially ones relating to or affirming a specified group, field, or form of conduct. It affects how people make decision and lead their lives. Without it, human actions would be random and aimless. Nobody would be working towards goals because there is no way to even determine what goal one should be prioritizing at the moment.

In computer science environment, computer ethics are concerned with how computing professionals should make decisions regarding professional and social conduct. It is the analysis of the nature and social impact of computer technology, with the relation of certain justification of policies for the ethical use of such technology. With ethical standard, it is easier for users – especially decision makers to focus on the right issue on the right time.

1. **What are business ethics?**

Business ethics is the study of proper business policies and practices regarding potentially controversial issues. This includes corporate governance, insider trading, bribery and discrimination. It can be loosely referred to the moral issues in business environment. Its main concern is about ‘what is right’ and ‘what is wrong’ while doing business. According to Raymond C. Baumhart, “the ethics of business is the ethics of responsibility. The businessman must promise that he will not harm knowingly”.

There are several characteristics of business ethics and one common characteristics is to provide basic framework. Businesses must have a basic framework as a guideline for doing their business. It gives the social cultural, economic, legal and other limits of business. They must know how to conduct their business within these limits, else, their goals can change easily with time. Another characteristic is voluntary. Since the businessmen themselves create their own framework, they must feel voluntary to follow the ethics. In simple words, they must treat business ethics as self-discipline, not something that is enforced by law.

Business ethics is a crucial element in conducting one’s business. It has been observed from failed corporations that while working out the business strategy, the management executives are guided by what they personally want to do, not what they have been directed to do by the board. Hence, this shows that business ethics are mandatory for the survival of business. Those who do not follow it may have short-term success, but in the long run, failure awaits them. Chances are high for them to fail in the market, since they are not competent enough without proper ethics.

1. **What the role of ethics in Information Systems in general?**

It does not matter on how good we define “ethics”, or how perfect we list down what are the ethics that one should follow if the users themselves have zero conscience about it. Technology is ethically neutral. It is the users of the technology that make the ethical decision. Ethical user behavior helps a system grows, but unethical behavior destroys it.

Generally, ethics in Information Systems are needed to help overcome ethical issues like privacy, accuracy, property, and accessibility. In such modern era, even a small organization may collect and produce a huge amount of data. Hence, data privacy is one of the hottest issue. Users need to know if their data is kept confidential and what are their rights in sharing their personal information with others. The system cannot afford in having errors in information in order for it to work well. The accuracy of data is very crucial in its operation, so if errors are found, ethics help to point out the responsible parties.

Next, property refers to who actually owns the information that has been collected. Ethics help in deciding whether it is owned by the people who give the raw data or the people who extract the information from the collected data. Accessibility on the other hand, is a concern of privileges towards the information.

1. **What are the main features of using ethics issues in information systems?**

One of the main concern is the social responsibility of programmers. As it has been stated earlier, ethics are closely related to human moral principle. A simple example is if a freelance programmer works for a thief to bypass the system security of a bank. The programmer may be following certain work ethics in order for him to complete his task without any distraction from the main goal. The raised issue here is, is it ethical to be doing something illegal?

Next, confidentiality plays an important role in information systems. Every system has information that can be publicly exposed and those that need to be kept private. An example of private information that every system would have is passwords. Passwords are used in accessing data to ensure that data are secured. As much as passwords being private and only known to those who created it, there are some employees that have the access to view all saved passwords in the organization. In such situation, whether or not these people use the advantage of being superior towards others will show how much of ethics they have.

1. **How Management Information Systems should deal with ethics?**

In one survey conducted in 1990, it is found that MIS professionals felt they had many opportunities to engage in unethical behavior, but they actually rarely did acting unethical. Ethics are very subjective – and it correct answer lies nowhere, except that ethics are viewed differently in different people. For example, the act of copying software can be viewed as a very unethical act, but with a tweak in point of views, that act may help in increasing productivity and lesser resources.

Information systems have helped to create much more efficient national and international market. The now-more-efficient global marketplace has reduced the normal social buffers that permitted businesses many years to adjust to competition.

Pick an organisation and create your own 'Code of Ethics' for your workers. (**1 pages A4, Arial, 11 Font, single spacing)**

**Najla’s House of Food**

1. Employees must follow all rules that has been stated by the top management when they are conducting company-related issues.
2. Employees that interact with customers on site must wear company uniform at all times.
3. Employees must always display behavior based on integrity and honesty.
4. Kitchen staffs must wash their hands first before handling food.
5. Employees must show respect towards everyone including customers and management in any situation.
6. Employees cannot have any discrimination to anyone for any reason.
7. Permission from management must be received first before using company’s properties.
8. All information of employees must be treated as confidential and cannot be used without consensus of the person itself.
9. Employees must give their full commitment towards the company.
10. Employees must always be voluntary and prepared for any consequences.
11. Employees should assist their colleagues in their professional development.