

## 1. Ethical Dilemma Response

**Scenario:** An IT supervisor is requested to change system performance measurements to pass an audit more quickly by reducing downtime and resolving tickets faster. The management exerts pressure on the supervisor by downplaying the importance of the action, stating that this needs to be done to secure the much-needed funds.

**Description of Issue:** The situation poses a dilemma regarding agency loyalty and ethics concerning the profession. Manipulating data to create deceiving illusions disadvantages transparency, breaches of trust, and creates instability within an organization that would result in reputational and compliance failure during a subsequent audit or due diligence by a stakeholder (Akinsola, 2025).

**Decision:** The ethical decision to make is to decline the demand and promote transparency. Rather than altering data, the supervisor ought to engage in a root cause analysis, record gaps, and suggest feasible remedies to demonstrate responsibility and commitment towards long-term performance improvement.

**Ethical Principle:** Integrity is the moral duty in this situation. Integrity involves integrity, fairness, and the moral standards that are followed. Maintaining integrity helps keep the credibility of an organization, proper reporting, and enhances trust between stakeholders, colleagues, and clients (both in and outside the IT department).

**Leadership Justification:** Ethical leadership is a practice of maintaining values under pressure. Their tendency to misreport data might make them temporarily gratify those above them in position, yet short-term effects can be costly, such as legal actions. Ethical leaders also demonstrate ethical behaviors, become trusted, and make the system transparent and work by the internal policies and industry practices.

**Real-World Example 1:** A 2018 survey of Wells Fargo showed that the employees had manipulated customer account data in order to achieve stiff sales goals (Ragothaman et al.,

2022). This has been an unethical practice that started as minor adjustments but eventually resulted in huge penalties and a reputation crisis, showing that even minor deviations from ethical behavior may result in systemic corruption and damage.

**Real-World Example 2:** In 2015, Volkswagen was hit with an emissions scandal in which the company was caught manipulating the software so as to cheat environmental regulators. The engineers of the deception were IT professionals (Boiral et al., 2022). Its outcome was a worldwide recall, 30 billions in fines, and the lost trust towards the brand forever, and the lesson which shows what can happen when one cares more about pressure rather than about principles.

## References

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