

UKS32092.docx

by

Submission date: 01-May-2023 04:46AM (UTC-0400)

Submission ID: 2080761234

File name: UKS32092.docx (32.94K)

Word count: 4010

Character count: 22507

ETHICS, WORKING COLLABORATIVELY AND VALUES

Table of Contents

1.0 Assignment 1	5
1.1 Formative Task 1	3
1.2 Formative Task 2	4
1.2.1 Section 1: Introduction	4
1.2.2 Section 3: Findings	4
1.2.3 Negative Effects of zero-hour contracts on peoples' well-being	5
1.2.4 Conclusion	5
2.0 Assignment 2	5
2.1 Task 1 Essay	5
2.1.1 Introduction	5
2.1.2 Analysis	6
2.1.3 Conclusion	8
2.2 Task 2 Reports	8
2.2.1 Introduction	8
2.2.2 Recommendation 1: enhance and adopt a comprehensive ethics and values policy	9
2.2.3 Recommendations 2: provide regular training and support for staff	9
2.2.4 Recommendation 3: enhancing a Culture of diversity and Inclusion	9
2.2.5 Recommendations 4: adopt effective grievance and disciplinary procedures	10
2.2.6 Conclusion	10
2.3 Task 3 Notes	10
Reference list	13

1.0 Assignment 1

1.1 Formative Task 1

The terms values, ethics, and morals are frequently used synonymously yet have distinct meanings. Building solid connections and leading a fulfilling life requires an understanding of these ideas.

Values

Values are the ideas and standards that are significant to a person or an entire community of people (George, 2003). Our decisions, actions, and behaviour are guided by our values. For instance, being honest is one of my basic beliefs. I strive to uphold the principle of honesty in my dealings with others because I think it is crucial in all facets of life. The value of a family could serve as another illustration. Some people place their family first and make decisions based on that priority.

Ethics

The rules that control professional behaviour or conduct in a given field are known as ethics. The term "ethics" refers to the moral principles and standards of behaviour that should be followed by both individuals and organisations when conducting business (Treviño et al. 1998). For instance, the Oath of Hippocrates, which emphasises the significance of causing no harm to patients, binds doctors and nurses in the medical industry. In my personal life, I make an effort to act ethically in my writing work by properly crediting sources and avoiding plagiarism.

Morality

The idea of what is right and what is wrong is known as morality. It alludes to the values that serve as a person's road map in their private lives, including their notions of what is right and wrong. Cultural and societal standards, as well as individual experiences and ideas, frequently have an impact on morality (Nucci, 2013). For instance, a lot of individuals think stealing is bad because it violates the value of respecting others' possessions. I make a strategy to live by my own moral code, especially being nice and respectful to others and rising behind what I believe in.

Morality, Ethics, and Values are all significant ideas that influence our choices and actions (DeGrazia, 2014). Morality is the idea of what is right and bad behaviour in our daily life, while values are personal views and ideals and ethics are professional norms of conduct. We can make better decisions and lead more fulfilling lives if we comprehend these ideas.

1

1.2 Formative Task 2

1

1.2.1 Section 1: Introduction

Benefits of zero-hour contracts	Drawbacks of zero-hour contracts
<ul style="list-style-type: none"> • Flexibility: Employees can choose when to work and, if required, decline shifts. • Opportunity: Offers chances for people who might have trouble finding full-time work or who need a second job. • Cost-effective: By only paying employees when they are needed, employers can cut labour expenditures. 	<ul style="list-style-type: none"> • Uncertainty: Employees on zero-hour contracts have less job security because their hours could be slashed drastically or totally without prior notice. • Unpredictability: Because income can vary substantially from week to week, it can be challenging for employees to plan their spending and create budgets. • Lack of benefits: People who work for zero hours are often not entitled to pensions, sick pay, or holiday pay. • Exploitation: Employers that utilise zero-hours contracts to exploit employees may fail to provide them with a minimal number of hours of labour or refuse to give them any work at all as a form of discipline.

1.2.2 Section 3: Findings

There are many different reasons someone would decide to work under a zero-hour contract, and not everyone will be content with this kind of working arrangement. Due to a variety of factors, some people might still want to use zero-hour contracts. Students or people with other responsibilities, for instance, might want the flexibility to work the hours that best suit their schedules. Similar to younger workers, senior employees who aren't looking for full-time work can also find these contracts appealing (Ndzi, 2021). Additionally, those who enjoy the variety and ambiguity of work may find zero-hour contracts to their liking. Additionally, some workers might see zero-hour contracts as a springboard to more secure employment or as a way to gain experience in a specific industry. Additionally, people who

value their independence and control over their work-life balance may like to work under these contracts.

¹ **1.2.3 Negative Effects of zero-hour contracts on peoples' well-being**

From the study by Ndzi (2021) with 36 semi-structured interviews, some of the negative effects of the process of Zero Hour Contract have been revealed. **Firstly**, the aspects of ZHC had detrimental effects on the health of the 30 respondents which revealed the fear of losing work has been one of the primary reasons. Even in some cases, the respondents even have to go to work when they are ill. It didn't directly make them ⁶ill, but when they did not get time to visit the doctors and recuperate, it negatively affected them. **Secondly**, the negative effects of the same can be visible in the career development of the ZHC workers. Sometimes the workers are given little to no training regarding the job they are doing. Besides, the training and development costs are often to be borne by the employee only which makes them reluctant and it results in negative effects on their career development. **Thirdly**, ¹being on a ZHC caused some employees to lose motivation, stop going above and beyond their fundamental contractual obligations, and lose organisational commitment. Some of the respondents expressed how badly they wanted to perform well at work but were unable to do so because they believed their employer did not value and support them.

1.2.4 Conclusion

The recommendations of the author were to provide permanent contracts to the employees where the option to opt for ZHC will be present, move to ZHC contents which will ensure minimum guaranteed work hours a week, develop ZHC policy with mandatory rights for the workers like training, notice period when the work is cancelled, and replace ZHC in different sectors like education. The application of ethics is there as the workers can avail the benefits of security, notice period, and career development through training.

2.0 Assignment 2

2.1 Task 1 Essay

2.1.1 Introduction

In this essay, it is claimed that "zero-hour contracts" are unethical. Despite being widely used in some organisations, they have detrimental effects on the lives of individual employees,

their families, and society at large. The essay will explain and highlight the peculiarities of zero-hour contracts first. The second part of the article will cover the unethical features of zero-hour contracts, such as the lack of secure employment and employee rights. Finally, this paper will look at how zero-hour contracts affect specific workers, their families, and society as a whole. The purpose of this essay is to show that zero-hour employment arrangements are not a just or morally acceptable kind of work by looking at these difficulties.

2.1.2 Analysis

Ethics:

When making decisions and deciding whether something is right or wrong, people and organisations are guided by a set of moral standards known as ethics (Treviño et al. 2000). They offer a set of guidelines for action that take into account how decisions affect both people and society as a whole. Because they promote fairness, respect, and trust in both personal and professional relationships, ethics are crucial. They offer a mechanism for people and organisations to act responsibly and accountable while taking into account how their activities may affect other people. A fair and equitable society in which individuals and communities are treated with respect and dignity depends on ethical behaviour. In addition, ethics contribute to the development of institutional, commercial, and organisational trust, which is essential for fostering cooperation and preserving social cohesiveness (Whitehead and Phippen, 2015). Individuals and organisations can positively impact society by upholding ethical standards, fostering others' well-being, and fostering an increasingly just and equal world.

The extent of worth of Zero-hour Contracts:

Employees who work under zero-hour contracts are only paid for the time they spend on the job and are not promised a certain amount of hours each week (Whitehead and Phippen, 2015). The ethical implications of zero-hour contracts are a subject of debate. Others contend they are immoral and lack job security, while some think they give both owners and employees flexibility.

Zero-hour contracts, on the other hand, can allow staff members' versatility so they can fit work around other commitments like daycare or school. Additionally, particularly in industries with cyclical or fluctuating demand, they might offer employers a more affordable way to manage employees. However, the lack of benefits, a reliable source of earnings, and stable employment raises ethical concerns. The usage of zero-hour contracts may result in unequal power between employers and employees, leaving workers vulnerable to abuse and

maltreatment. If there are no assured hours of work, employees may not be capable to make long-period plans and scopes from traditional employment benefits like sick pay and contributions to retirement (Dulebohn et al. 2009). Those with caregiving responsibilities or poor pay, in particular, may experience this as a result. This could lead to stress and financial instability, especially for those who provide care for others or earn modest earnings.

The ethics of zero-hour contracts are complex and contentious. Even while there may be some benefits for both employers and employees, the absence of secure employment and rights for employees raises severe moral dilemmas. Decision-makers and employers must take these issues into account and try to create employment opportunities that promote equity, security, and respect for workers' rights (Ming Chen and Jun Lin, 2004). The widespread utilization of zero-hour contracts by Amazon and Sports Direct, which has detrimental effects on workers' rights and well-being, has drawn criticism.

Pros and Cons of zero-hour contracts:

The growth of zero-hour agreements has been a contentious topic; some claim they provide flexibility as well as advantages for both companies and staff members, while others highlight their detrimental effects on labourers, their loved ones, and society as a whole.

Pros:

Because they can choose when and where to work based on their needs and preferences, workers with zero-hour contracts have more flexibility (Koumenta and Williams, 2019). For students, carers, and people with other commitments, for instance, the ability to adjust timetables may be useful. Employers who use zero-hour contracts can also maintain an adaptable workforce, increasing production and efficiency.

Cons:

Zero-hour contracts have major negative effects on labourers, their families, and society. First off, those with zero-hour contracts are less likely to have stable employment and are more likely to be stressed out and uncertain of their financial situation. They frequently lack eligibility for benefits like paid time off for holidays and sick days, leaving them exposed in the event of sickness or other unforeseen events (Hill, 2013). Furthermore, it can be challenging for employees to make plans for their lives, including their finances and childcare arrangements, which can create instability and anxiety. Thirdly, because workers on such agreements may earn considerably less than those with long-term employment and may find it difficult to make ends meet, zero-hour contracts may worsen inequality and poverty.

For instances:

Companies like "Sports Direct" and "Amazon" have come under fire for using zero-hour contracts frequently. According to allegations, Amazon uses zero-hour agreements to avoid offering job perks and union representation to employees, resulting in poor working conditions as well as inadequate compensation (De Stefano, 2015). Similar criticism has been levelled at Sports Direct for utilising zero-hour contracts to take advantage of employees while not paying the minimum wage.

Contracts with zero hours are not a moral way to work because they can have serious consequences for the workers themselves, their loved ones, and the community as a whole. Although they might give employees some flexibility, the absence of job security, erratic income, and restricted access to benefits while working raise moral questions (Sunstein, 2001). Alternative employment arrangements that place a priority on justice, respect for employees' rights, and support for employee well-being should be considered by enterprises like Amazon and Sports Direct. In the end, it is the duty of business owners and policymakers to guarantee fair and reasonable employment practices and the protection of workers' rights.

2.1.3 Conclusion

In summary, utilizing zero-hour agreements is unethical since it highlights employees to high levels of volatility and insecurity. While they do provide some flexibility, the absence of benefits such as guaranteed hours can expose workers to abuse and mistreatment. The widespread use of zero-hour contracts by businesses like "Amazon" and "Sports Direct", among others, which put profits before the welfare of employees, has drawn criticism. Employers and politicians are accountable for making sure that employment practices are fair and just, and that workers' rights and welfare are safeguarded. Alternative ways of employment that place a priority on equality and consideration for workers' rights should take the place of zero-hour contracts.

2.2 Task 2 Reports

2.2.1 Introduction

Tesco, a large international retailer, is given advice in this research ² on how to advance and defend moral principles and employee rights at work. To provide a pleasant and efficient work environment, recruit and retain outstanding employees, and keep an excellent track record for the business, it is essential to promote and safeguard ethical values and employee

rights in the workplace. Additionally, it aids in ensuring adherence to ethical standards set forth by the legal system and professions.

2.2.2 Recommendation 1: enhance and adopt a comprehensive ethics and values policy

A straightforward and uniform framework for expected norms of conduct and decision-making is provided by a values and ethics policy, which is crucial for fostering an ethical workplace environment (Manroop et al. 2014). Additionally, it aids in protecting the reputation of the business and avoiding legal or ethical problems, as well as ensuring compliance with laws and professional standards of conduct.

A code of ethics and values might outline expectations for conduct such as truthfulness, decency, and integrity as well as rules for dealing with conflicts of interest, maintaining confidentiality, and adhering to legal and ethical requirements (Gopalakrishnan et al. 2010). It might also specify how to report any ethical issues or transgressions, as well as what happens if you don't. The ethical principles of organisations like "Google" and "Johnson & Johnson" serve as examples.

2.2.3 Recommendations 2: provide regular training and support for staff

For personnel to be aware of the expectations and repercussions of their behaviour in the workplace, it is essential to provide training and support on the principles of conduct and policy (Eraut, 1994). This aids in avoiding unethical behaviour, fostering a positive workplace environment, and preserving the company's reputation.

Workshops on moral choices and resolution of disputes, mentoring programmes to offer advice and support to staff members, and access to resources like manuals, online training modules, ethical hotlines, or reporting mechanisms are a few examples of support and instruction that could be offered (Ferrell and Fraedrich, 2021). Companies may foster an environment of transparency and accountability and equip people to make moral decisions in the course of their daily job by offering them training and support.

2.2.4 Recommendation 3: enhancing a Culture of diversity and Inclusion

To make the workplace inviting and encouraging for all employees, it is crucial to promote a culture of inclusion and diversity (Pless and Maak, 2004). This encourages innovation and creativity, helps to attract and keep a varied pool of people, and raises employee satisfaction and productivity. A diversified team can also better serve a variety of clientele, enhancing the company's success and profitability (Thompson and Doherty, 2006).

Enhancing a diverse hiring approach that proactively seeks out applicants from underrepresented communities, encouraging worker resource organisations to serve as a support system and a voice for various viewpoints, and making accommodations for employees who have disabilities to guarantee equal opportunity and access for all are few examples of how to promote inclusion and diversity in the workplace.

2.2.5 Recommendations 4: adopt effective grievance and disciplinary procedures

"Effective grievance and disciplinary processes" are crucial to ensure that wrongdoing is dealt with in a fair and consistent manner and that employees feel heard, appreciated, and supported. This supports the development of a strong workplace culture, upholds worker satisfaction and productivity, and safeguards the brand of the business.

Clear channels of communication for reporting grievances or concerns, unbiased examinations by qualified investigators, and just sanctions commensurate with the gravity of the misconduct and the relevant regulations and laws are a few examples of what might be covered by grievance and disciplinary procedures (Amrutha and Geetha, 2021). Companies may establish a culture of responsibility and transparency and provide a secure and courteous working atmosphere for all employees by putting these policies into place.

2.2.6 Conclusion

The organisation should develop values and ethics policy, offer training and support, promote an environment of inclusion and diversity, and have efficient disciplinary and grievance processes in place to promote and safeguard ethical values and employee rights at work. It is crucial that the business commit to these suggestions and make sure they are implemented correctly. Promoting an office climate where dignity and respect are valued can enhance productivity, employee satisfaction, and financial results.

2.3 Task 3 Notes

For the Retail shop floor team

Why teamwork is so important

Compared to working alone, working in a team makes it easier to accomplish shared objectives. An individual's work may not always be as effective as the team's expertise and collective effort. Working as a team allows individuals to share workloads, and specialties, and support one another, which can result in higher productivity. Collaboration within teams

improves communication and fosters trust, which creates a healthy work atmosphere. A team with a range of experiences and skill sets will likely come up with fresh concepts and viewpoints, which will result in more original and creative solutions (Naumann and Shultz, 2018). Collaborating with others allows for the exchange of criticism, which can help team members develop their abilities and knowledge. Overall, teamwork in a retail shop floor team is as important as it can help the workers to collectively serve the customer better and can increase sales and profitability.

How all can work together in a team effectively

Employees are more likely to be flexible because it promotes listening to one another, which fosters empathy. All in the retail industry can work collectively by sharing information and suggestions about different products while some of them can assist the customers to fill their carts and checkout (Koivisto and Lipponen, 2019). Additionally, when your team is a cohesive unit, your customers will have a positive impression of the company and are more likely to return and make purchases.

Senior management team in a manufacturing business

Why teamwork is so important

For a number of reasons, senior management teams in a manufacturing company must operate well together. **Firstly**, manufacturing is a multi-stage, complex process that includes designing, producing, and distributing. Therefore, cooperation and teamwork are crucial for streamlining the procedure and guaranteeing that the finished product satisfies both customer requirements and quality standards (Nabhani and Shokri, 2018). **Secondly**, senior management groups in a manufacturing company are in charge of several divisions, including R&D, engineering, production, and logistics. Each of these departments is responsible for certain tasks. As a result, cooperation is essential for coordinating their objectives and plans, promoting communication, and making sure that everyone is on the same page (Shi et al., 2018). **Thirdly**, manufacturing industries are frequently impacted by a variety of internal and external factors, including shifting consumer demands, market competition, technological advancements, and governmental regulations. A cohesive and flexible senior management team can therefore easily adjust to these developments and take wise decisions to stay on top of the game.

How all can work together in a team effectively

The senior management can work together effectively by fostering a culture of collaboration with each other, developing communication exchange processes through meetings where they can share information about manufacturing, customer preferences, and the role and

responsibilities of the different managers. Additionally, this can help the management to oversee the quality of the whole process.

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