UKS31449

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Ethics, Working Collaboratively and Values

Assignment 1: Draft Formative

Task 1:

Conceptualisation of values, ethics and morality

The concept associated with value pertains to the possession of materials, the monetary or assessed worth of an asset or service that is attached to a myriad. According to Mishra and Pani (2021, p.357), the business value is the estimated health or well-being of a business that measures an organisation's utility and monetary value. The presence of value within a business is considered an essential concept to determine the opportunity and create a plan for nurturing the future growth of a business. Apart from creating opportunities values are also useful for analysing the strength and weakness that results in improving the overall performance and relation with the stakeholders. Another crucial component in a business is the presence of ethics which relates to the presence of moral judgement reflecting human decisions on right and wrong. On the other hand, De Bakker *et al*. (2019, p.360), ethics in business involves the presentation of business policies and practices that includes controversial subjects such as insider trading. Corporate governance, judiciary and discrimination, the implementation of ethics mainly takes place for undertaking ethical business practice and contributing towards the upliftment of a business.

In the highly competitive field of business having ethics acts as an essential tool for establishing the reputation of a business in terms of ethical behaviour and developing the business as well as an individual with ethical standards. In the words of DeTienne *et al*. (2021, p.490), ethics and morality go hand in hand as morality refers to the setting up of a standard that enables an individual to live together in cooperation by determining the difference between right and wrong. Having a certain degree of morality within a business involves the selection of the best choice and creating a balance towards maintaining the business values. The combination of both ethics and morality leverages the outlined law and its acceptance in society and maintains proper corporate ethics that vary from time to time. The presence of all these three factors plays important towards making a decision, determining right & wrong and eliminating dilemmas.

Tasks 2:

Introduction

Benefits of zero-hour contracts	Drawbacks of zero-hour contracts
- Provides flexibility in performing a different number of jobs - Helps in creating labour reserves in the UK that are temporary, low waged and low skilled - Alternative to unemployment by creating the ability for creating new jobs - Reducing unemployment - Provides an opportunity for young people with variations in product demand - Helpful for economic recovery and lowering unemployment by adapting to changing demand - Provides labour market offerings to single mothers and students to take regular work with fixed hours	- Job Insecurity Affecting psychological health and Employee Motivation - Uncertainty about job contracts affects financial stability, social life and mental health - Poor physical and mental health due to increase pressure - Limited training opportunities - Poorly paid and only contracted in certain occupations. - Formation of occupational injuries due to no formal contract - A low level of training and less familiarity with the working environment creates a higher risk of work-related injuries - The difference in the balance of power and lack of employee benefits and protection by law

Table 1: Benefits and drawbacks of ZHC

(Source: Self-Created)

Findings

Interviews have been performed with thirty-six participants that were working on ZHC comprising both males and females from different sectors such as hospitality, driving, cleaning, and health care, education and driving. Thirty-six participants over 6 have reported positive experiences while working with ZHC, due to the presence of certain benefits such as the provision of flexibility to an individual for working under any circumstances (Gheyoh Ndzi *et al.* 2021, p.152). Some of the participants were of the view that ZHC comparably provides higher flexibility as compared to permanent contract work due to limited choice of hours. The types of people that were happy to work in ZHC include those that do not rely on money and do not have any financial dependents mainly individuals above 56 years. However, apart from providing

flexibility it also gives power to an individual in order to determine when they want to work or not.

Negative effects

Apart from the generation of positive beliefs over 20 of the participants 36 have experienced negative elements more than positive ones. Some of the negative aspect related to ZHC experienced by participants includes a lack of guaranteed hours and income as the eruption of insecurity arises from the existence of uncertainty in work as compared to a long-term career (Gheyoh Ndzi *et al.* 2021, p.152). Lack of social and family life is no predicament about their work and this consequently affects their social life and makes them cancel their plan. Some of the respondents were of the view that job insecurity makes it difficult to obtain a pension or mortgage and access any kind of loans due to difficulty in reporting hours and income that are constantly fluctuating. Lack of goodwill and non-development of contractual responsibilities and low level of organisational commitment affects career progression and development opportunities. Therefore the identified factors are the negative effect associated with ZHC on people's well-being.

Conclusion

The conclusion is made based on the recommendation made by authors to the business regarding ways of applying ethics and improving the working condition associated with ZHC these include providing permanent work contracts to all workers that opt for working in ZHC. Maintaining contracts to contracts that provide minimum work with the retention of flexibility and ideas for improving the working condition and environment for the employees. In addition, the author has also recommended developing a policy that provisions workers' rights, opportunities for getting training and four-week notice added with the replacement of ZHC from the education sector.

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Assignment 2: Final Portfolio

Task 1 - Essay

Introduction

It has been observed by the government of the UK that ZHC is seen as an alternative for reducing unemployment and altering employment opportunities due to which big companies such as Amazon, Sports Direct, Tesco and McDonald's has started using ZHC to employ low-skilled labourer. The adoption of such working practices hinders workers' rank in the organisation and leads to the discretion of the key obligations of workers. Therefore the present essay demonstrates an analysis of the practice of ethical behaviour in business with the employment of ZHC in business. The study includes information related to the positive and negative attributes of ZHC on employee rights and society in order to establish a clear position regarding the ethical means of ZHC followed by a brief conclusion.

Discussion

Definition of Ethics and its Importance

Ethics refers to the setting of a moral standard about right and wrong in business conduct that does not govern the interest area of the government. In the words of Dierksmeier and Seele (2020,p.350), business ethics involves the presence of business policies that are subject to controversial issues and provide a guide towards company conduct. In the field of business, the existence of ethics is considered an important part of the business as it provides an opportunity towards respecting its peers that includes customers from any kind of legal liability. According to Tormo *et al*. (2019, p.509), the presence of ethics within a business is identified as an important part of the business for driving the behaviour of the employee. Any business organisation that has proper ethical standards to conduct work increases the motivation level of the employee and enhances their role and integrity within the business. Building trust and long-

lasting relationships with clients or customers are also identified as important associated with ethics as any business that treats its customers ethically develops a positive relationship and provides a way for improving business performance in an improved manner.

Ethical Consideration of Zero-Hour Contract

Zero-hour contract (ZHC) is one non-legal term that is usually preferred for describing a different set of causal relations or agreements framed between an individual and an employer. In ZHC there is no facilitation of any kind of work at a given period as it is entirely based on the rise in work demand and an individual acceptance to work on that occasion (Gov.UK, 2023). ZHC is subject to be payable for the hour of work and the employer must provide at least following the guidance of the National Minimum Wage. Considering different aspects related to ZHC the fact obtained is that ZHC is ethical to a certain extent due to the presence of a number of ethical practices that are useful for the employee and at the same time it does not coincide with the set ethical standard that jeopardizes its action and its ethnicity.

A positive effect of ZHC

Some of the positive aspects related to ZHC are the presence of flexibility in working conditions that involve performing different numbers of jobs at one single time. There is a presence of appropriate use only in the area where the work demand is created which results in the creation of flexibility for an individual to work according to their will and commitment (Gov.UK, 2023). Several working sectors are not in the control of employers such as catering, leisure and hospitality. Therefore under such conditions, ZHC is considered an appropriate working choice that is available to employers. The application of ZHC is identified to be one beneficial element or an opportunity for a new business that requires the building of a customer base in order to perform its work and there is fluctuation in work demand. Some of the beneficial areas of ZHC include seasonal work where the demand for work takes place in certain seasons and requires additional staff such as in the retail sector or cleaning service (Gov.UK, 2023). However one of the most important positive traits associated with ZHC is the promotion and protection of human rights where ZHC is entitled to the statutory employment right of an employee or worker. In addition, any individual working under ZHC is entitled to obtain paid leave, protection against discrimination and wage as per the National Minimum wage (Gov.UK, 2023). Thus the presence of all these positive traits reflects ethics practised within ZHC in any organisation.

The negative effect of ZHC

The practising of ZHC as a working practice provides several benefits to the employee to perform their roles. However, despite the presence of several advantageous factors, there are certain negative impacts also embedded with ZHC such as lack of job security and uncertainty of working contracts that affect the financial stability of the employee. The practice of such a situation can be seen in the case of the Amazon fulfilment centre where recruitment was made for warehouse management and the majority of the temporary staff felt exploited and was put under ZHC which violates Amazon's own stated policy of not hiring on contracts (Itv, 2021). The employees working under such contracts were not getting paid and improper calculation of overtime fees.

Apart from creating a havoc impact on the financial aspect of the employee it also tends to create a resulting impact on the mental and physical health of the employee. In the report presented by ONS, it has been identified that in the year 2018 that over 777,000 and 911,000 citizens were working on ZHC and a majority of them falls under full-time education purpose and thus find it difficult to balance between study and work (Barlow and Ndzi, 2019). The research made on ZHC has obtained the fact that the psychological and mental well-being of the workers is largely affected due to the growing rise of stress, anxiety and depression due to financial and social insecurity. Workers that are working under ZHC are not provided with any sick leave and they work when ill due to the fear of losing their job this leads to the creation of mental pressure on the employee added to the uncertainty of work in the market also tends to affect the psychological wellbeing of the employees (Barlow and Ndzi, 2019). Therefore the identification of all these factors denotes facts regarding the non-implication of ethics in ZHC practised in the UK.

Conclusion

The conclusion is drawn on the basic understanding developed from the essay based on ZHC practised in the UK involving a number of big companies. After evaluating the essay the fact obtained is that the practice of this type of working style is gaining prominence in the majority of the business sector due to changes in the working pattern of individuals and organisations. The adoption of such a type of working style follows ethical standards to a greater extent at the same time it also goes against the ethics of a business.

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Task 2 - Report

Introduction

The practice of proper ethical values and principles within an organisation acts as a measure towards improving the position of the business in the business environment and also helps in gaining a competitive edge. Ethics and values enhance the integrity of the business through gaining trust with the employee and due to this factor incorporation of ethics are crucial for the business and the organisation. Therefore in the present report, an analysis is conducted on the concept and importance of ethical values and respect in the workplace. A legal framework is presented on the code of conduct within the workplace followed by recommendations on improving ethical values.

Discussion

Recommended ways for protecting and promoting ethical values and rights to staff

All employees working in any organisation have the right to work in a respected environment that involves upholding individuals' dignity, performing basic human rights and having self-worth. In the words of Tiwari and Sharma (2019, p.2581), having a certain degree of dignity in the workplace involves the creation of a working environment that promotes acceptance and respect for every individual. Therefore, considering the fact regarding the importance of promoting ethical values and protecting the rights of employees, certain recommendations that can be adopted are listed below.

- *Providing resources that reinforce ethics*: Providing ample amount of training and workshop to the employee regarding understanding ways of ethical dilemmas and the reality of ethical breaches in the workplace. As per Ahmed *et al*. (2021,p.10), some of the ethical breaches that take place in an organisation include pressure on achieving targets, ignoring cross-cultural conflicts and compromised loyalty. Thus developing an understanding of ethical dilemmas can improve business ethics.

- *Introducing best practices in the Code of Conduct*: The practising of a code of conduct that sets out the business values and guidance to employees related to society needs to include certain different factors such as the ban of illegal activities, ideas for community development and non-acceptance of discrimination.

- *Providing a safe working environment*: The safety of the employee is a vital component of an organisation as it includes the provision of different roles and responsibilities for protecting employees. According to Perregrini (2021), creating a positive and safe working environment can take place by providing an adequate amount of training to employees for their personal safety.

- *Providing privacy rights to employees:* Employees working in any organisation curtails the right to implement its privacy right where employees cannot be forced to share their personal information. Implementing such practices can protect the rights of the employee and maintain ethical values.

Therefore all the above recommendations can be implemented in the organisation effectively in order to promote and protect the ethical values and right of their staff that promotes respect in the workplace.

Conclusion

The conclusion drawn after analysing the report based on ethical values and employee rights is that in the present competitive environment developing businesses following ethical values is significantly important. There are certain strategic ways through which ethical values and rights of the employee can be protected such as the introduction of a code of conduct, providing ample amount of training and creating a safe working environment. Thus with the implementation of all these recommendations, the ethical values of the organisation can get improved followed by the protection of employee rights.

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Task 3: Notes

The two workplaces selected for creating outline notes on teamwork are the healthcare team and the retail shop floor team.

Discussion on the relevance of Teamwork and ways to work together effectively

In the field of the healthcare sector working together as a team is considered a crucial and important aspect as it results in creating a hierarchy in the workplace and forming coordination among different teamwork members giving more leverage to healthcare workers (Best *et al*. 2021, p.1401). On the other hand, the retail shop floor team working together as a team encourages communication and listening ability among the employees that promotes the feeling of empathy and flexibility.
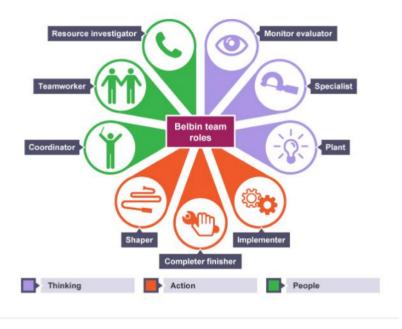
Figure 1: Belbin Team building theory

(Source: Xialin *et al*. 2021,p.10)

Considering the theory on Belbin Team building, the theory undermines facts regarding the formation of a team in order to understand roles and develop interaction (Xialin *et al*. 2021, p.10). The application of this theory can be taken as a measure towards identifying and categorising different works and roles of the team member under different groups. In addition, it also helps in identifying the strengths and weaknesses of all the team members working in the retail and healthcare sector in order to identify the area of improvement and enhancing potential. The presence of different strengths and weaknesses present within each employee can be taken into consideration in order to work together effectively such as accepting and encouraging diversity in the healthcare sector through understanding the opinion of others.

Developing communication and assigning different teams to all the teamwork in their respective field of interest and knowledge within the health team and also in retail sales can help in improving efficiency in teamwork. According to Wan *et al*. (2020, p.100), the development of communication is one of the basic forms for forming relations and enhancing relations among team members. Enhancing the level of communication among all the team members leads to the formation of coordination and dispersing information from one place to another. Assigning

different roles and responsibilities to the team to work based on their capacity and potential helps in developing resilient results and obtaining the desired results effectively.

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