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Reflective Essay Assignment

Topic: Reflective Essay

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Submitted to: Roger Bachelor

Submission date: 23rd November 2020

**EXECUTIVE SUMMARY**

Ethical decision making is all about how an individual respond to a situation when the personal values and organizational values conflict with each other. To respond and to proceed using ethical values will always be an ethical dilemma, because based on the individual decision his surrounding environment will also be considered and will respond to it. The people involved in that situation will also care about the actions and consequences followed by it. One should make a best decision when dealing with an ethical dilemma by considering every character, every intention and all affecting parties involved in it. In this scenario, I am working in a production warehouse where I was hired as warehouse associate. My work is to scan the related products at each gate. But here I am finishing my work one hour early everyday so that I can recheck each and every product quickly so that no mistake happens from my end as the products are too costly and can’t be missed or inter changed between the gates. That is the reason why the HR told me when I was hired, we are giving you extra time in your shift which will be paid so that you make sure that there are no missed products at gates. The HR strictly insisted me that “as it is electronic appliances ware house you shouldn’t enter the area which is not allocated to you because any theft or damage in products are strictly monitored and we have to bear the consequences accordingly that may even lead to termination of job in some cases. Everyday after I finish scanning the products at gates and I will prepare my notes to check the missed products. In that time my manager sends me to a different loading dock area where costly appliances are being loaded to help those people, but I was not supposed to enter or work in that area as per rules. In the first few days as I don’t want to say no to my manager, I went there to help them but after some days it became a habit to send me over there which is not my work nor my work area. So, I decided to let him know that I will not work over their as it is out of rules, when I conveyed the matter to my manager he said this is all common here I am working here from the past 10 years so you don’t know all these things and he said just do whatever I say, you have to do all the works here. At that point of time I thought this is not the right practice which I have to follow even though he is my manager I can’t go against my ethical values and judgement. In this case, how I discussed and used all the eight steps of ethical decision making to get the best decision out of it and how to proceed further in not doing such things anymore by informing and raising my voice to superior management is the thing.

**INTRODUCTION**

In every ethical dilemma people struggle to get the best out of it but ultimately whether they took that decision according to their ethical values or based on their organizational values does matter.

Whenever someone gets into ethical dilemma, they need to consider the facts because only then they will know how to deal with the scenario. Before that the main important thing is one should realize if they are getting into or already been in an ethical dilemma. Only then he or she will know where they are standing currently. As we know that every individual will set up some ethical values in his life and will act accordingly in different situations.

In this case I am working as a warehouse associate in an electronic appliances company. There are few reasons on how I entered this ethical dilemma and how I got out of it. Firstly, every individual should learn to say “No” to anyone if something is going wrong and something which you feel it was against your ethical values. Because at the end of the day what you are thinking is important rather than what others are thinking. One should make his own decisions according to his own ethical values and that’s what happened in this case. When my manager asked me to do enter loading dock area to work over their and to help other co-workers working over there, I just went following my manager words as he is my lead over there. But after I enter the loading dock and started working, I realized that I was going against my ethical as well as organizational values.

We must always think of consequences when you are taking any decision when you are in an ethical dilemma. Here, after a few days damage occurred to a product in the loading dock where the supervisor took a strict action on those workers working in that area in order to be careful for next time but what if the supervisor notices me working over there on evenings for some time to help those workers, he may take action on me as well if something goes wrong for the next time.

So, before something goes out of my hand, I need to respond to the higher authorities that I am being strictly insisted by my manager to work over their even though its not my work area. If I don’t raise my voice now, I will also be involved next time if some loss or theft is going on in the loading dock. That may even lead to my termination as I am not supposed to work over there. At that time even if I say my manager told me to do so, the supervisor or in charge of loading dock may not listen to me and instead say that why didn’t you informed it to us. So, its better to respond rather than going on with the flow which is against your ethical values.

**DISCUSSION**

The point where I realized that this is the time for me to raise my voice after I have thought of all the facts, intentions, consequences, ethical issues and finally with my opinion I decided to get of that cage and inform it to higher officials is the best step which I took. I have been hired as a warehouse associate to scan the products or appliances kept at different gates. The HR of the company already insisted me strictly to not to enter any other work areas as any theft or loss of damage to these costly electronic appliances will lead to strict actions and sometimes even termination as well. The HR even gave me an extra time for work which will be paid to check the products again once they are scanned as the company don’t want any product to be missed from the gates. So accordingly, I am using my time productively to not to commit any mistake from my end. Everyday I am finishing my work quickly so that I have at least a couple of hours time to recheck the products at all gates.

Then arrives my manager who doesn’t want me to go for rechecking the products instead he wants me to go to loading dock to help other co-workers working over there. Even though its not my work area and I shouldn’t work over there as per rules but as it is my first job, I don’t want my manager to have a bad impression on me by saying no in the first instance. I went to the loading dock for a week and helped the other co-workers for almost a week as per the instructions of my manager. But what I have noticed in this week is the workers working in the loading dock are simply wasting their time by spending time on their mobile phones and making fun of others. Everyday when the working hours are about to finish, they will inform the manager that there is lot of work pending here we can’t make it for today. By hearing that the manager doesn’t want any work to be postponed for next day as it might create trouble for him from his higher officials, he is sending the other workers to help them.

Also, the people working in that loading dock are being so negligent when handling the costly electronic appliances. Anytime it may lead to damage of the product which is highly intolerable in the company. After seeing all this for few days I decided to explain the scenario to my manager that I am not going to work over their as it is against the company rules also I want to explain what’s exactly going on in the loading dock and why the workers working over there are not able to complete their work even by the end of the day.

After few days I went to my manager and explained him the complete scenario. I also told him that I will not work over there as I have been strictly instructed by HR to not to go to other working areas. Then my manager told me that “you are a new employee, so you don’t know how it works here. Here, every employee needs to do every work irrespective of their designation, you will slowly know everything until then keep doing what I say” after listening to that I felt helpless at that point. But my heart says that don’t do something by going against your ethical values.

The next day the supervisor of the loading dock called everyone who are working in the loading dock and informed that there is a damage occurred to some of the products in the loading dock, whoever is working in the loading dock are responsible for that and have to bear the expenses for the damaged product from their salary. The supervisor also informed that if this gets repeats again, it will lead to termination from the job as well. The good thing is that the supervisor doesn’t know that even I was one of the workers who is helping them from past few days.

After having yesterday’s conversation with my manager and today’s incident in loading dock I decided to bring it to the higher officials notice otherwise the next time if something happens again in the loading dock and if the supervisor got to know that I am not a worker who is supposed to work over there it might make my situation more worse. Before, these things are going to happen I need to take a stand and let the superiors know about this. At this moment I got to know that if you do something which is out of your box, you are pushing yourself in to trouble. If you keep continuing to work in the loading dock, next time if something goes wrong over there and if the supervisor got to know about my working presence in loading dock he might report me to the superiors and they will definitely take a strict action on me for sure. At that time even if you say that my manager told me to work over their, they are not going to listen as I was already been informed when I was hired that not to work in other areas.

Here, I can’t discuss this case with any other worker because they are old employees and they might tell it to my manager without my notice. By doing this, my manager may have trust issues and bad opinion on me which is not good for my professional growth in the company. So, I have discussed these things with myself many times to gather all the facts and make out a decision to move forward. Whenever we are feeling work pressure, we can overcome it by resolving it but when you are having an ethical dilemma you need to think twice to solve it and make a decision.

**CONCLUSION**

Finally, after going through all this discussion of facts, I concluded that any individual needs to raise his/her values when something is going against their values, honesty to work and also something which you know that you are doing wrong. In this case, if I don’t raise my voice now to my superiors my manager will let me do one more work which is against my ethical values as well as organizational values. This might continue and one day I may lose my job for what I have done. People may think that being a fresher why I took this step but if I don’t take this risk today to inform this to higher officials, I will be in much higher risk tomorrow. Also, here after no other employee will not be forced to do other works which he is not supposed to do.

We can always think of decision whenever you are in an ethical dilemma, by thinking equally of the consequences. If I don’t raise my point now, I must keep my ethical values and my ethical judgement completely off for the rest of my period here. Instead if I inform it I can keep my ethical values in place and also I can be honest to the company in my work. By informing it to the superiors, my manager may get a warning from them for making me do that work, but by this I can utilize my time completely on my work now. I can give my hundred percent for my role and get better results which will be a great plus point to my career growth as well.

The higher officials will at least now know about how the lower level working environment is being handled in the company and they might appreciate me for letting them know these things. But I have also considered my level of risk when taking this decision because again from tomorrow I must keep continue working under same manager which will be a risk for me when promoting to higher levels. But still being honest and genuine in your work will always brings you better results.

No matter what every individual hard work will payoff one day or the other. We just need to be genuine in what ever work we are doing, the rest we shouldn’t think. When it must come it will come to you whether it may be promotion or a spike in salary. Any individual must give his best irrespective of the result only then he is really working as an honest person. So, by using all the eight steps of ethical decision making in voicing your values for making a decision to get out of the ethical dilemma I am currently in, I have decided to raise my voice and inform it to the higher officials to let the best decision come out of it. By doing more than I am being a truthful employee to the company I will also respect my moral and ethical values.

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