

MAJOR ASSIGNMENT

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**ID#
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**SUBJECT:
BUSINESS ETHICS**

**SUBMITTED TO:
SIR WAJAHAT GUL**

CASE 1

Office Affair

Donald is a Team Leader at TelephonUs Inc., a local direct sales company. His team has been assigned to handle recruitment via telephone for another direct sales company. Because of this, his job now mainly consists of ascertaining that his Customer Service Representatives are able to meet their team's quota for daily calls. A team member's failure to meet quota is automatically his failure, too.

He has observed in the past year that two of his subordinates, Ella and Jimbo, seem to be having a budding romantic relationship. Though he didn't give much thought to it at first, in the past two months Donald has become increasingly concerned about them as he observes Jimbo's performance degrading. He looks at their logs and notices that many leads which were supposed to be Jimbo's somehow ended up becoming Ella's. This is alarming for Donald, because Jimbo's failure as a Customer Service Representative reflects poorly on Donald's capability as Team Leader.

Bothered by this, Donald asks Bernadette, a Training and Development Officer with the HRMD, about the company's policy on office romances. "We don't allow them because we want to avoid potential sexual harassment suits. Why do you ask?" Bernadette responds. "I just noticed Jimbo and Ella are ---"

"Oh! They were dating even before they joined the company. Just don't pay attention to it. They're both consenting adults and it's not like he's her boss or she's his boss. Believe me, Donald, it's harmless."

Should Donald take Bernadette's advice and turn a blind eye to the situation, or should he intervene?

Ans: Donald shouldn't turn blind eye on their relationship in the office, he should arrange a private meeting with Jimbo and ask him about his degrading performance, as it is affecting Donald's reputation in the company as well. With that Donald as a team lead should motivate Jimbo as he was a good customer service representative in the past. Donald should mention Jimbo about his office affair but indirectly as a soft warning for this time, so he gets the idea and starts focusing on his work.

CASE 2

The Supervisor's Choice

Malou recently joined EAP Valdez Digital, a production house, as a Recruitment Manager. Malou is in charge of preparing the shortlist of candidates for the final interview stage based on competitive criteria. All applicants are reviewed by Malou before the final decision for hiring is made by the applicant's prospective immediate superior.

One afternoon, upon returning to her desk after lunch break, Malou finds a long brown envelope on her table, identical to the envelopes that their company requires applicants to submit their resumes in. Stuck at the center of the envelope is a post-it with the following message scribbled in the handwriting of her direct superior, Mike Mariano:

“Malou, Please have her hiring papers ready by the end of next week. Thanks. M.Mariano”

Malou opens the envelope and finds a resume for a candidate named Jessa M. Palacios, a fresh graduate who appears to not have taken school seriously, the kind of candidate that she would outright reject.

What should Malou do?

Ans: Malou should talk to her direct superior about this case and let her know that she'll interview Jessa M. Palacios for her reference if she qualifies she'll definitely hire her but if she didn't Malou can't hire her like this because it's unfair to all those other candidates who applied for the job and that's what we have learned in Business Ethics so will a righteous person would do. That way both her direct superior won't get offended because Malou will try for him and the results will be fair. Sometimes the fresh graduates with no experience and bad grades out perform the toppers and years of experience holders so never judge a book by it's cover.

Case 3

Gifts from the Boss's Friend

Kelly works for an auditor who sent her to a half-day of ethics training where she learned to keep clients' information strictly confidential, to steer clear of conflicts of interest with clients, and to refuse gifts of any value from clients. Lately she has noticed that her boss has joined clients at golf outings at very luxurious golf resorts – and that he has not reported any expenses on his expense reports. He has also received expensive bottles of wine from other clients he says are “old friends.” Kelly has never seen him return any of the bottles, which is what the company's ethics policies direct.

Should Kelly do anything about this? If so, what?

Ans: No, Kelly shouldn't do anything about it because they can be old friends just as there's no track of expenses on the expense report and secondly the expensive wine bottles he received from the client said "Old friends" so there's no way Kelly can do anything about it and her boss can also have a personal life outside the office.

CASE 4

Falsifying Attendance

Jason, a Junior System Administrator with the Management Information Systems Department, clocked in 4 minutes and 27 seconds late for work this morning. While he won't get fired for it, being late this once means that he will not receive the perfect attendance incentive which he needs to make ends meet, given his daughter's recent series of hospitalizations.

It's not that Jason didn't make an effort to be there on time. He actually arrived in the office five minutes early but was unable to clock in immediately because his direct superior, Raffy, asked him for an informal project progress report as soon as he walked in the door. As a Junior System Administrator, Jason has access and the capability to edit the company's attendance records. He figures that since he was unable to punch in only because of his boss, it wouldn't hurt to edit the timestamp on his attendance for today.

Has Jason done anything wrong?

Ans: Jason arrived 4 minutes and 27 seconds late because of that he won't be able to get his perfect attendance incentive, he changed the timestamp by himself which is ethically wrong in a way that he has given the access to the timestamp for a reason to be trusted with it and editing it for personal benefit is against business ethics. Rather than that he could have requested the management and his boss to adjust the timestamp because he arrived at the office 5 mins earlier than his shift time.

*****THANK YOU*****