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**Subject Professional Ethics**

**Q.1. Define ethics? Give two examples**

**Ans.** Ethics is the word that refers to morals, values, and beliefs of the individuals, family or the society. The word has several meanings. Basically it is an activity and process of inquiry. Secondly, it is different from non-moral problems, when dealing with issues and controversies. Thirdly, ethics refers to a particular set of beliefs, attitudes, and habits of individuals or family or groups concerned with morals. Fourth, it is used to mean ‘morally correct’.

The study on ethics helps to know the people’s beliefs, values, and morals, learn the good and bad of them, and practice them to maximize their well-being and happiness. It involves the inquiry on the existing situations, form judgments and resolve the issues. In addition, ethics tells us how to live, to respond to issues, through the duties, rights, responsibilities, and obligations. In religion, similar principles are included, but the reasoning on procedures is limited. The principles and practices of religions have varied from to time to time (history), region (geography, climatic conditions), religion, society, language, caste and creed. But ethics has grown to a large extent beyond the barriers listed above. In ethics, the focus is to study and apply the principles and practices, universally.

**Example:-**

1. **Be considerate:**

We all depend on each other to produce the best work we can as a company. Your decisions will affect clients and colleagues, and you should take those consequences into account when making decisions.

1. **Be respectful:**

We won’t all agree all the time, but disagreement is no excuse for disrespectful behavior. We will all experience frustration from time to time, but we cannot allow that

frustration become personal attacks. An environment where people feel uncomfortable or threatened is not a productive or creative one.

**Q.2. What is the difference between Social Norms and Morals? Explain with example.**

**Ans. Social Norms:**

Social norms are regarded as collective representations of [acceptable](https://en.wikipedia.org/wiki/Acceptance) group conduct as well as individual perceptions of particular group conduct. They can be viewed as cultural products (including values, customs, and traditions) which represent individuals' basic knowledge of what others do and think that they should do. From a [sociological](https://en.wikipedia.org/wiki/Sociology) perspective, social norms are informal understandings that govern the behavior of members of a society. [Social psychology](https://en.wikipedia.org/wiki/Social_psychology) recognizes smaller group units (such as a team or an office) may also endorse norms separately or in addition to cultural or societal expectations.

In the field of social psychology, the roles of norms are emphasized—which can guide behavior in a certain situation or environment as "mental representations of appropriate behavior". It has been shown that normative messages can promote [pro-social behavior](https://en.wikipedia.org/wiki/Pro-social_behavior), including decreasing alcohol use, increasing voter turnout, and reducing energy use. According to the psychological definition of social norms' behavioral component, norms have two dimensions: how much a behavior is exhibited, and how much the group approves of that behavior. These dimensions can be used in normative messages to alter norms (and subsequently alter behaviors). A message can target the former dimension by describing high levels of voter turnout in order to encourage more turnout. Norms also can be changed contingent on the observed behavior of others (how much behavior is exhibited).

Social norms can be thought of as: "rules that prescribe what people should and should not do given their social surroundings" (known as milieu, sociocultural context) and circumstances. Examination of norms is "scattered across disciplines and research traditions, with no clear consensus on how the term should be used."

Example of norms: It is a norm in the classroom to listen while others are speaking during class discussions. Example of norms in global affairs: It is a norm to not invade another country without just cause.

**Morals:** Moral is defined as a principle that governs right and wrong or the lesson of a fable.

* relating to, dealing with, or capable of making the distinction between right and wrong in conduct
* relating to, serving to teach, or in accordance with the principles of right and wrong
* good or right in conduct or character; sometimes, specif., virtuous in sexual conduct
* designating support, etc. that involves approval and sympathy without action
* being virtually such because of its effect on thoughts, attitudes, etc., or because of its general results: a moral victory
* based on strong probability: a moral certainty
* based on the principle of right conduct rather than legality: a moral obligation
* LAW based on general observation of people, on analogy, etc. rather than on what is demonstrable: moral evidence

Example of morals: It is moral to help someone in need.

Example of morals in global affairs: Humanitarian aid is a moral cause.

Social norms are standard of proper acceptable behavior whereas Morals are the principles of right and wrong in behaviors.

**Q.3. Why should one be ethical? Write a short note**

**Ans.** We need to be ethical because it defines who we are individually and as a society. These are norms of behavior that everyone should follow. Our society might fall into chaos if we accept that each of us could pick and choose what the right thing to do is. Some people may lie; others may not do what they say they will do; still others act irresponsibly and engage in harmful behavior. There is nothing wrong with pursuing one’s own interests. However, an ethical person must be willing – at least sometimes – to place the interests of others ahead of self-interest, because of our responsibility to a civil society. This is the moral point of view.

Derrick A. Bell said in Ethical Ambition: Living a Life of Meaning and Worth: “Courage is a decision you make to act in a way that works through your own fear for the greater good as opposed to pure self-interest. Courage means putting at risk your immediate self-interest for what you believe is right.”

**The Importance of Ethical Behavior:**

For citizens, even for those of us with no aspirations in a career in law enforcement, morality and integrity are important characteristics to demonstrate. We instinctively know that it is good to be moral and act with integrity, but by coming to an understanding of the reasons for morality and integrity, we will be motivated to champion such behavior. Among the reasons to be moral and integral, regardless of occupation are to:

* **Make society better.**When we help make society better, we are rewarded with also making better own lives and the lives of our families and friends. Without moral conduct, society would be a miserable place.
* **Treat everyone equally.**Equality is a cornerstone of most Western democracies, where all individuals are afforded the same rights. This is not possible without the majority of citizens behaving in a moral manner.
* **Secure meaningful employment.**Often employers will look at a person’ past behavior as a predictor of future behavior. Someone who has a history of immoral behavior will have difficulty securing employment in a meaningful job, as that person may not be trusted.
* **Succeed at business.**If you are employed in an occupation in which there you must rely on others, your moral conduct will determine the degree of goodwill that you receive from others. Businesses that have a checkered moral history are typically viewed with caution and are unlikely to attract new customers through word of mouth, and therefore are unlikely to prosper. This is especially the case where social media ­­makes customer reviews readily accessible.
* **Lessen stress.**When we make immoral decisions, we tend to feel uncomfortable and concerned about our decision making. Making the right moral decision, or taking a principled perspective on an issue, reduces stress.

**Q.4. What are the Six Pillars of Character? Write briefly about any two?**

**Ans.** The Six Pillars of Character® are the core ethical values of CHARACTER COUNTS! These values were identified by a nonpartisan, nonsectarian (secular) group of youth development experts in 1992 as “core ethical values that transcend cultural, religious and socioeconomic differences”.

The Six Pillars of Character are:

1. Trustworthiness
2. Respect
3. Responsibility
4. Fairness
5. Caring
6. Citizenship.

 We recommend always using the Pillars in this specific order and using the acronym “T.R.R.F.C.C.” (Terrific).

Each of the Six Pillar of Character traits are used within our CHARACTER COUNTS! Program to help instill a positive school climate and a culture of kindness, making schools a safe environment for students to learn.

1. **Trustworthy**

**INTEGRITY** = words and actions are consistent with values and principles

* When you start a little earlier, work a little harder, stay a little later and concentrate on every detail, you are practicing integrity in your work.
* Important area of your life linked with integrity
1. The first area of integrity has to do with your relationship with your family and your friends.
2. The second area of integrity has to do with your attitude and behavior toward money
3. Third area of integrity has to do with your commitments to others, especially in your business, your work and your sales activities

**HONESTY**

Speaking and acting in accordance with the truth

Keeping every promise we make

**Be honest with yourself**

 Admit past failures in honesty or integrity

 Make reparations if appropriate

**Choose honest friends**

 We become like the people we spend time with

 Hold your friends accountable

**Use good communication skills**

 Relate the truth in a way that is socially acceptable

1. **Respect:-**

Treat everyone with courtesy, politeness and dignity, valuing individual and cultural differences in our workplace and among those we serve

Listen to and communicate openly with each other and with the customers in order to build mutual respect and long-term working relationships.

Treat others with respect and follow the Golden Rule:

* Be tolerant and accepting of differences
* Use good manners, not bad language
* Be considerate of the feelings of others
* Don’t threaten, hit or hurt anyone
* Deal peacefully with anger, insults, and disagreements

**Q.5. What are the steps of approaching an ethical problem? Name all the tests**

**Ans.**

1. **Gather the facts:**
* Don’t jump to conclusions without the facts
* Questions to ask: Who, what, where, when, how, and why.
* However, facts may be difficult to find because of the uncertainty often found around ethical issues Some facts are not available
* Assemble as many facts as possible before proceeding
* Clarify what assumptions you are making!
1. **Define the ethical issues:**
* Don’t jump to solutions without first identifying the ethical issue(s) in the situation.
* Define the ethical basis for the issue you want to focus on.
* There may be multiple ethical issues – focus on one major one at a time.
1. **Identify the affected parties (stakeholders):**
* Identify all of the stakeholders who are the primary or direct stakeholders? Who are the secondary or indirect stakeholders?
* Why are they stakeholders for the issue? Perspective-taking -- Try to see things through the eyes of those individuals affected
1. **Identify the consequences:**
* Think about potential positive and negative consequences for affected parties by the decision (Focus on primary stakeholders to simplify analysis until you become comfortable with the process).
* What are the magnitude of the consequences and the probability that the consequences will happen.
* Short term vs. Long term consequences – will decision be valid over time.
* Broader systemic consequences – tied to symbolic and secrecy Symbolic consequences – Each decision sends a message. Secrecy consequences – What are the consequences if the decision or action becomes public?
* Did you consider relevant cognitive barriers/biases?
* Consider what your decision would be based only on consequences – then move on and see if it is similar given other considerations.
1. **Identify the obligations (principles, rights, justice):**
* Obligations should be thought of in terms of principles and rights involved. A) What obligations are created because of particular ethical principles you might use in the situation? ϖ Examples: Do no harm; Do unto others as you would have them do unto you; Do what you would have anyone in your shoes do in the given context. B) What obligations are created because of the specific rights of the stakeholders? What rights are more basic vs. secondary in nature? Which help protect an individual’s basic autonomy? What types of rights are involved – negative or positive? C) What concepts of justice (fairness) are relevant – distributive or procedural justice? Did you consider any relevant cognitive barriers/biases?
* Formulate the appropriate decision or action based solely on the above analysis of these obligations.
1. **Consider your character and integrity:**
* Consider what your relevant community members would consider to be the kind of decision that an individual of integrity would make in this situation.
* What specific virtues are relevant in the situation?
* Disclosure rule – what would you do if the New York Times reported your action and everyone was to read it.
* Think about how your decision will be remembered when you are gone.
* Did you consider any relevant cognitive biases/barriers?
* What decision would you come too based solely on character considerations?
1. **Think creatively about potential actions:**
* Be sure you have not been unnecessarily forced into a corner.
* You may have some choices or alternatives that have not been considered.
* If you have come up with solutions “a” and “b,” try to brainstorm and come up with a “c” solution that might satisfy the interests of the primary parties involved in the situation
1. **Check your gut:**
* Even though the prior steps have argued for a highly rational process, it is always good to “check your gut.”
* Intuition is gaining credibility as a source for good decision making – knowing something is not “right.”
* Particularly relevant if you have a lot of experience in the area – expert decision-making
1. **Decide on the proper ethical action and be prepared to deal with opposing arguments:**
* Consider potential actions based on the consequences, obligations, and character approaches. Do you come up with similar answers from the different perspectives?
* Do the obligation and character help you “check” the consequentialist preferred action?
* How can you protect the rights of those involved (or your own character) while still maximizing the overall good for all of the stakeholders?
* What arguments are most compelling to you to justify the action ethically? How will you respond to those with opposing viewpoints?