

# Workplace ethics and value system

## 14MBAHR408

### INTRO: WORKPLACE ETHICS

# Ethics

- Group of norms, code or value system
- Set of beliefs about right or wrong behavior (voluntary not compulsory)
- Generally accepted social norms, many of which are universal.. Telling lies, cheating,

# Ethics and Business

- Unitarian view: business and all activities of human beings considered inseparable- business is an element of moral structure and moral conduct (CSR etc..)
- Separatist view: Adam Smith and Milton Friedman- business is only to make profit- social responsibilities dilute the objectives.
- Integration view: Talcott- all sectors of society are interlinked which in turn are influenced by business. Ethics influenced govt policy, which in turn influenced business.

# Workplace Ethics

- Every business must introduce business ethics in its day-to-day activities
- Earning profits is not bad but using wrong means for earning is bad and unethical.
- Raymond C Baumhart, “the ethics of business is the ethics of responsibility. The business must promise that he will not harm knowingly.”
- Andrew Crane, “business ethics is the study of business situations, activities and decisions where issues of right and wrong are addressed.”

# Why ethics @ workplace?

- To protect consumer rights- adulterated products, misleading advts.
- To make businesses socially accountable to employees and public
- To strengthen buz-society relation
- To focus shift from seller to buyer- increased awareness twds all stakeholders
- To benefit both buz and society- long term
- To guide in policy formulation
- To have accuracy and credibility in buz deals

# Principles of workplace ethics

- Credibility- adopt justice, truth and fairness to gain credibility
- Being broad minded-open to ideas
- Discharge liabilities- even during tough times
- True documentation- any papers-records/audit
- Contribution to societal devlpt
- Audit of financials fairly
- Respect all other parties

# Benefits

Ethical  
climate

Benefits  
E/e  
commitment  
Investor  
loyalty  
Customer  
satisfaction

Profits

# Types of workplace ethics

- General – basics of business: areas like legal changes, M&As, unethical business activities etc
- Functional – mgt functions- HR, Mktng, Production, Finance etc
- International- values of diff countries- and later..
- Economic systems- policies & prgms of govt



# Personal ethics & its dvlpmr

- Foundation for a person's moral compass
- An internal guide
- Drives actions and emotions regularly
- Moral codes built upon this foundation
- Love is the ultimate ethical code

# Determinants of personal ethics

- Friend/ peers: *jaisa sang vaisa rang*
- Family influence: story of two twin parrots  
on the contrary: story of a drunkard's
- Influence of culture & religious beliefs
- Influence of habits: "U become what you eat about" —Earl Nightingale

## How to develop personal std c ethics??

- Always be cheerful & optimistic
- Honesty in all relationships
- Generous & unselfish with associates
- Always be kind
- Believe love is stronger than hatred
- Do not engage in a transaction that doesn't benefit all participants
- Do not insult another person

(7 principles)

# WPE for employees

## 1. Ethical violations by employees

- Humiliating e/e s by e/rs- bullying etc
- Safety violations: factories (belts/gears e offices (extinguishers/ cab GPS, fire alarms
- Time theft: manipulating time unproductive work like checking mails fo time, etc
- Stealing: office supplies, cash, etc
- Misconduct: harassment, discrimination

## 2. Elements of WPE for e/es

- Work commitment: unprofessionalism tolerated
- Organisation loyalty: dishonesty, info leak
- Compassion towards peers: he competition, respect others' work

### 3. Ethical behavior in Workplace

Factors influencing our stds of behavior

- Individual factors: satyam's Raju?? Know value and goals
- Social factors: values & attitudes of "sign others" Ex. Talking over office phone..
- Opportunity: degree of freedom available e/e to behave unethical. Ex.: access cashbox/locker/boss's email, power to enter rooms

# Professionalism

- Who is said to be professional?
- What are his/her qualities/attributes?
- Why do we need it?
- How is ethics linked with professionalism?
- What are the ethical attitude expectations?
- Some e/e etiquettes you know.. Please share.

# Are you professional???

A person who adheres to courage, honesty, responsibility when dealing with individuals and others in a business environment



## Attributes expected..

- Specialised education/trained for a significant duration (Docs/lawyers/CAs)
- Member of an association
- Service orientation-client and society needs
- Commitment to a calling
- Certain amount of freedom in utilising knowledge and skill

# Need for professionalism@ workp

- To know their boundaries-what is apt be and what's not
- Encourage to perform better- blazers presenting vs jeans
- Buz remain accountable- em communication report or other correspon clients served better
- Demonstrate respect and limits gossips unnecessary personal talks
- Reduced conflicts- where people b professionally.

# Ethics and professionalism?

- Professionals contribute to positivity and create an envt where everything is possible be achieved with less efforts and conflict
- Act as guardians to techno developments  
Robot- good vs bad scientist
- Act in the interest of the mgt
- Being socially responsible
- Act as a catalyst

## e/e attitude & ethics

- Show respect in workplace- negative attitude brings down productivity
- Receive co-operation from subordinates involving them in decision making meeting Modi's youth participation and other mails)
- When one represents an orgtn, must try to respect co. rules, obey safety procedures, code etc.
- Attendance- being on time and leaving on time avoid unexplained absences, missing appointments affects not only yourself but also.

# Etiquettes (code of conduct@work)

- Give respect and take respect- you are not just working to earn money
- Discipline at work-be punctual
- Do not mix personal and professional life
- Greet with smile
- Dress code a must
- Offence- no alcohol at work!
- Data protection- confidentiality

- Cell phone etiquettes
- Work desk – docs/food/messy
- Stay away from blame games and politics- learn to accept mistakes/d issues face to face
- Email etiquettes- use of 'cc' to keep b loop
- Respect and help co-workers- don't misg

- Female e/es- respect, dignity, manners
- Too much of fship –bad at workplace- d  
take many favors from co-workers
- Do not take undue advtge o  
power/position
- Privacy of self/others- phones/letters/  
etc do not enter prvt space of others
- Don't fall for rumours nor spread it

# Important models..

- Kohlberg's 6 stages of moral development
- Lacznai's 14 ethical propositions