Discussion- Ethics

Your responses should extend and deepen the discussion by bringing in new ideas and drawing new connections, including referencing course materials. There are 2 discussion Respond to the following discussions individually : An ethical dilemma that I have experienced is customer dissatisfaction with our organization not giving them information about our policy (in which they did not agree with). Our office is responsible for housing servicemembers and Department of Defense Civilians. We also process correspondence on behalf of the members workplace. Because our office functions additionally as a third party to our customers (processing correspondence), it is not our responsibility to provide them with certain information that they must be able to understand prior to receiving our services. We had to make a decision to either perform the functions of another entity and inform the customers, or act as a liaison to ensure the correct actions were being taken. According to Joseph Gilbert (2016), in this manner our policy and ethics do not always agree which does cause dissatisfaction in our customers. Reading about the branch of philosophy concerned with existence changed the way in which I viewed the dilemma. I began questioning our role and what functions created the need of our organization’s existence within the Department of Defense. In providing members references as well as points of contact to the correct information we were able to increase customer knowledge as well as satisfaction. By contacting a higher authority to review the policy we were able find remedies to the issues we were having with our customers. It started with a thorough review of the policies by which we were guided, followed by customer input which we received in surveys. According to Joseph Gilbert (2016), our approach is fairness and justice, with customers desiring utilitarianism. With enough data analyzed we were able to understand what parts of the policy customers considered unethical. Our decision was the best decision because our office does not have the manpower to support the administrative functions of another entity. Reference Joseph Gilbert. (2016). Ethics for Managers: Philosophical Foundations and Business Realities: Vol. Second edition. Routledge. Personally I can not recall any ethical dilemma but my speaking to my wife she told about one that she had at her job: She is employed as human resource manager for the past 2 years. As a human resource manager, there were several times, when she had to face ethical dilemmas, which had turned her task more crucial as a human resource manager. The problem mainly raised up during the recruitment process just after first wave of covid was gone. Before lockdown, her CEO instructed me to shortlist 75 employees out of 125, who will be retained within the firm and here final discretion will be made by the senior team of the organization. During the shortlisting procedure, she mainly kept her focus on past records of performance of the employees, and track record of the employees in bringing success to the company. Amidst this process, she had to make a tough call between two employees, one of them was a male employee aged 40 years, who served the firm for 8 long years but recently had a road accident which significantly damaged his optic nerve, which had reduced his work performance. She wanted to keep this employee because of his deep insight and experience related to the matter of marketing. On the other hand, there was a new, 28 years, with strong knowledge of social media marketing. While this decision was extremely tough, She leaned more to the older employee, as soon as she came to know that his mother is a cancer patient and he would not be able to continue his mother’s treatment, if he loses his job in this tough situation. Here, she made the decision mainly on the basis of humanitarian ground, which is against her company policy. After speaking about what I learned from the reading, she explained that she would not have changed her decision because I understand that often major organizational decisions are based on humanitarian grounds for human resources are considered to be long-term resource of the organization (Gilbert, 2016). In looking back, she feels satisfied with her past decision for the time was so crucial, it was needed to judge the relationship bonding which are made between the organization and its employees. I personally believe that, no companies could ever prosper if they do not maintain trust and bonding with the existing employees. Reference Gilbert, J. (2016). Ethics for managers: philosophical foundations and business realities. Routledge.