
IMPORTANCE OF MANAGING ETHICAL ISSUES IN ORGANIZATION :AT WORK PLACE

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ABSTRACT:

The field of ethics (or moral philosophy) involves systematizing, defending, and recommending concepts of right and wrong behavior. Philosophers today usually divide ethical theories into three general subject areas: metaethics, normative ethics, and applied ethics. *Metaethics* investigates where our ethical principles come from, and what they mean. Are they merely social inventions? Do they involve more than expressions of our individual emotions? Metaethical answers to these questions focus on the issues of universal truths, the will of God, the role of reason in ethical judgments, and the meaning of ethical terms themselves. *Normative ethics* takes on a more practical task, which is to arrive at moral standards that regulate right and wrong conduct. This may involve articulating the good habits that we should acquire, the duties that we should follow, or the consequences of our behavior on others.

Richard William Paul and Linda Elder define ethics as "a set of concepts and principles that guide us in determining what behavior helps or harms sentient creatures".^[4] The *Cambridge Dictionary of Philosophy* states that the word ethics is "commonly used interchangeably with 'morality' ... and sometimes it is used more narrowly to mean the moral principles of a particular tradition, group or individual."^{[5][clarification needed]} Paul and Elder state that most people confuse ethics with behaving in accordance with social conventions, religious beliefs and the law and don't treat ethics as a stand-alone concept.

This research paper consists of defining the conceptual framework for ethics and its importance to the organizations success.

KEY WORDS:

Ethics, Management, unethical, behaviors, organization ,Dilemma

OBJECTIVE OF THE RESEARCH PAPER:

- To analyze the importance of ethics in organization
- To identify the role of ethical decision making
- To analyze the level of implementation of ethics
- To identify the unethical behavior issues

CONCEPTUAL FRAME WORK:

Ethics are about making choices that may not always feel good or seem like they benefit you but are the 'right' choices to make. They are the choices that are examples of 'model citizen' and are the examples of 'golden rules' like; don't hurt, don't steal, don't be dishonest, don't lie. But if we take Ethics as a subjective philosophy then what will happen to these golden rules. Especially at the time of facing any ethical dilemma how one should decide - what is ethical and what's unethical? Organization provides rules, regulations, code of conduct, protocols which provide guidelines to work, it shows how to walk, but it does not show the correct path to walk on. *Ethical dilemmas* faced by managers are often more real to life and highly complex with no clear guidelines, whether in law or often in religion.

Ethics is the part of philosophy that talks about good and evil but today rarely any business school would have left which does not provide lessons on Ethics Management. Some philosophers call ethics the "science of morality", morality is what someone thinks or feels is good or bad. However, other philosophers believe that ethics is subjective. This means that they think what is right for me is whatever I say is right. This means that ethics is just a person's own morality. These philosophers do not think that ethics is the same for all people.

Business ethics reflects the philosophy of business, one of whose aims is to determine the fundamental purposes of a company. If a company's purpose is to maximize shareholder returns, then sacrificing profits to other concerns is a violation of its fiduciary responsibility. Corporate entities are legally considered as persons in USA and in most nations. The 'corporate persons' are legally entitled to the rights and liabilities due to citizens as persons. moral values and principles, that determine our conduct in the business world. It refers to the commercial activities, either with other business houses or with a single customer.

They can be applied to all aspects of business; from generation of an idea to its sale. Business use the society for its resources and functioning, thereby obligating it to the welfare of the society. While the objective of all business is to make profits, it should contribute to the interest of the society by ensuring fair practices. However, greed has led the present business scenario towards unethical business practices, legal complications and general mistrust. Despite hundreds of pages of policies, codes of ethics, codes of conduct, organizational values, and carefully defined work environments, company cultures, lapses in workplace unethical occur every day. Lapses in workplace ethics result from inappropriate officer behavior such as insider stock trading, expense account fraud, sexual harassment, and involvement in conflicts of interest. La

Codes of conduct or business ethics exist to guide the expected behavior of honorable employees, but much of their origination occurred for the same reason as policies. Some employees conducted themselves in ways that were unacceptable to the business. Business ethics is especially important in dealing with customers. Maintaining integrity in the customer facing side of your business is crucial to building client relationships, to assisting the overall branding efforts. Likewise, it's an important step in minimizing returns and protecting business goodwill, which will have a tangible effect on the success or otherwise of your business.

Ethics wise, it's also important to consider how you deal with customer issues and customer service. While some businesses are prepared to sacrifice customer service for pound signs, there is not only a sensible business reason for providing adequate support but also strong ethics and moral reasons for providing help and assistance to your customer base.

CURRENT UNETHICAL ISSUES IN ORGANIZATIONS:

- Resorting to dishonesty, trickery or deception.
- Distortion of facts to mislead or confuse.
- Manipulating people emotionally by exploiting their vulnerabilities.
- Creation of false documents to show increased profits.
- Avoiding penalty or compensation for unlawful act.
- Lack of transparency and resistance to investigation.
- Harming the environment by exceeding the government prescribed norms for pollution.

- Sexual discrimination

It is important to the success of a business that those who are in a leadership position set the pace for the others. Management personnel should be taught that their ethical behavior determines the ethical behavior of the other employees in the company. Most importantly, if the owner of the business uses the utmost applications of business ethics, those that he employs will follow the same ethical behavior.

Every person should be made aware of the company's specific ethics that are used, not only in the very beginning, but also on a regular basis. They should also be made aware of the wrong ethical behaviors. These are the ones that should be avoided at all costs. You should make all your employees, at every level, EXACTLY what your business' ethical code is. You should remind all employees of these sets of ethical rules, as well as how crucial it is that they be followed.

CONCLUSION:

Managing Ethics can be managed in Organizations with the help of executive development course providing practical advice and theoretical tools for creating and managing an effective ethics program. Discussion about Ethics with executives regarding the relevance of it also discussing about the benefits the organization and the individuals will encounter by considering Ethical codes of conduct. Also considering it will bring the benefits like Profit Maximization, Efficient Utilization of Business Resources, Creates Goodwill in the Market.

Management plays an essential role in inculcating workplace ethics in employees. Bosses need to set an example for their subordinates. You need to come on time if you expect your team members to reach office on time.

Management needs to act as a source of inspiration for the employees. It is generally observed that team managers, leaders influence their team members to a large extent. Superiors strictly need to adhere to the rules and regulations of the organization for their employees to follow the same. Remember, you have no rights to scold your subordinates if you yourself are at fault. Moreover no one

would bother to listen to you as well. Don't expect your team members to sit till late if you yourself leave early.

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