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Study of Ethical and Unethical Work Practices & Their Impact on Business Environment

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Abstract: **.** A significant number of contemporary researches on business ethics and its importance can be found in most acclaimed academic articles. However, there is yet a research that specifically focuses on how ethical business culture affects the ethical behaviours of businessmen. Workplace ethics are a dynamic set of values that change with people and their definition of a workplace. For some, it's a physical office they are going to each day, while others, their headquarters. It doesn't matter whether you work from home or commute to work every day, workplace ethic is required to build a successful career. Organizations are known to embrace ethical practices and behaviours to increase productivity and uphold integrity while setting a penalty for workers who default workplace ethics. Hence, this paper will conceptually investigate ethical business culture and the way this ethical context negatively affects ethical misconduct of businessmen within the workplace. This study aims to point the essentiality of facilitating ethical business culture in business organizations. It is necessary to establish a proper and clear understanding about how ethical business culture helps enhance ethical work behaviours. Such understanding should be beneficial for business leaders also as organizational development practitioners in promoting business ethics by creating an ethically-sound culture in business

Index Terms **- Ethics, Business Culture, Ethical Business Culture, Business Environment, Business Ethics, Ethical Work Behaviours, Work Place**

I. INTRODUCTION

In the globalized world where business has become a central part of most people's lives, business ethic should no longer be considered as an "oxymoron" but as an essentiality in business-a virtuous norm by which all businessmen should abide (Ghillyer, 2012; Werhane and Freeman, 1999). Businessmen need to be ethical in doing business because practicing businesses ethically and being socially responsible will help their organizations secure a positive business performance and attain sustainable business growth (Gökmen and Öztürk, 2012; Milburn 2008). Despite this empirical view of the importance of business ethics, there are still, however, numbers of businessmen today who merely strive for profits, wealth and personal interests, and neglect ethical business practices.

Ethics is a system of moral principles. They affect how people make decisions and lead their lives. Ethics cares with what's good for people and society and is additionally described as ethics. Ethics, also called ethics, the discipline concerned with what's morally good and bad and morally right and wrong. The term is additionally applied to any system or theory of ethical values or principles.

The term work environment is employed to explain the encompassing conditions during which an employee operates. The work environment is often composed of physical conditions, like office temperature, or equipment, like personal computers. It can also be related to factors such as work processes or procedures. The work environment can involve the social interactions at the workplace, including interactions with peers, subordinates, and managers. Generally, and within limits, employees are entitled to a piece environment that's free from harassment. A hostile work environment exists when unwelcome sexual conduct interferes with an employee's job performance, or creates a hostile, intimidating, or offensive work environment.

Work ethics is defined as a group of established values that comprises of the proper attitude, acceptable behavior, correct approach, lively communication and therefore the respect for colleagues. In essence, work ethics regulate the conduct of the workers within the office found out. Work ethics are innate in an individual. It encompasses one's morality and another set of values, besides what the parents instil in them at home. The employees who exhibit good morals at work are accorded enviable positions and of course more obligations. As a result, it pays to become responsible, dependable and to have high integrity.

Ethical culture looks at how an organization demonstrates and teaches the extent to which it regards its values. Organization ethical cultures are those aspects of organizational culture and behaviors that encourage the organization to operate in a sustainable way. Business ethical culture is defined as an environment where individuals are not only required to discriminate right from wrong but also are expected to go beyond the minimum to implement ethical decisions and behaviors when all choices seem right.

II. LITERATURE REVIEW:

Over the course of the past twenty years, ethical business misdeeds have evidently led to disastrous consequences, ranging from Asian financial crisis in 1997-1998 to recent business scandals in 2017, e.g., allegations of sexual, racial and gender harassments in workplaces (in U.S. tech and film industries), data breaches (at Facebook, Google and Equifax), bribery charges (at Samsung), etc. (Shen, 2017). The consequent damages incurred from ethical misbehaviours, particularly from corruption and bribery, have been estimated to cost more than USD 2 trillion globally each year (OECD, 2014).

In business context, organizational culture, ethical leadership, ethical climate and culture as well as ethics institutionalization are all widely considered by business scholars as vital contextual aspects which determine ethical business behaviours. According to Griseri and Seppala (2010), organizational culture has a prominent and substantial influence on ethical decision making and behaviours, whereas "ethical leadership brings about ethical behaviour and attitude" not only of the employees but also toward all stakeholders (Frisch and Huppenbauer, 2013; Gökmen and Öztürk, 2012). Moreover, ethical climate embodies ethical contents in employees' behaviours and perception, thus helps constitute the "right behaviour" (Beeri, Dayan, Vigoda-Gadot and Werner, 2013; Simha and Cullen, 2012). Additionally, in an ethical culture-a subset of an organizational culture decision-making process must consider the ethical consequences, and norms of behaviours, role model, etc. should all be consistent with the ethical standards of the business organization (Ruiz-Palomino and Martímez-Cañas, 2014; Ardihvili et al., 2009). Lastly, ethics institutionalization is defined as a process which incorporates ethics implicitly and explicitly into the daily life of business, making ethics a regular and normal part of business (Tsalikis and Fritzsche, 1989; Singhapakdi and Vitell, 2007). Essentially, all these ethical contexts serve as bases for the development of ethical business culture. As stipulated by Bandura (1986), no single reason or factor can determine the thoughts and behaviours of a person. Thus, Ardihvili et al. (2009) has conducted a study to identify a comprehensive list of attributes of ethical business culture under a model named the "Center for Ethical Business Cultures (CEBC)," which consists mainly of all ethical context mentioned above.

THE "WHY" BEHIND UNDERSTANDING ETHICAL BEHAVIOR

According to McIntire and Miller (2007), ethics focuses on processes and topics that guide the decision making process in terms of what is right. Ethical standards are a group of professional process guidelines or codes for doing what is considered the right practice (McIntire & Miller, 2007). Thus, ethics are important in order to ensure that processes and practices are doing what is considered to be morally right. Ethics differ from organization to organization based on the organization's specific ethical values and issues. According to Cascio and Aguinis (2011), employers have ethical responsibilities, which are often demonstrated through the execution of company ethics programs. Ethical actions are not dictated by specific and strict guidelines; it changes and evolves in response to social standards and the wishes and interests of those aided by the profession (Cascio & Aguinis, 2011). Business ethics are different from laws because in some circumstances it may not be illegal to engage in unethical behavior (Gomez-Mejia & Balkin, 2002). According to Hoyk and Hersey (2009), an organization in which coworkers ignore, justify, or accept unethical behavior, is supporting the viewpoint of the transgressor. When moral standards are accepted by the majority of the group and a behavior or action by an employee exhibits behaviors or actions that do not reflect what is considered to be the norm, then the group would deem the behavior or action unethical (Kish-Gephart, Harrison, & Trevino, 2010). Unethical behaviors that occur most frequently within the workplace setting are covering up problems, short-cutting quality of work, abusing sick days, and lying to customers (Gomez-Mejia & Balkin, 2002). Bowditch, Buono, and Stewart (2007) posit there are growing numbers of occurrences when employees experience situations where peers and supervisors encourage unethical behavior. For instance, unethical behavior may be an employee looking in the opposite direction of a wrongdoing, failure to report wrongdoings, or directly engaging in unethical activity (Bowditch et al., 2007). Cheney (2008) stated it is essential to understand how organizational cultures suppress or promote certain ethical practices (Bisel, Kelley, Ploeger, & Messersmith, 2011). It is imperative to condemn unethical behavior and discourage the imitative practices, reducing the risk of an organizational culture that promotes political backstabbing that drives away talent and takes away the energy of the remaining employees (Gomez-Mejia & Balkin, 2002).

Ethical Behaviours vs. Unethical Behaviours in the Workplaces: Ethical behaviours have broader spectrum and variation of views than do unethical behaviours. Ethical behaviours in different organizations tend to differ in forms and meanings. For example, what is regarded as 'normatively appropriate' in one company may not be regarded as such in other companies. The standard of 'morally sound and correct' behaviour may vary in different business organizations. Therefore, it is claimed by most scholars of business ethics that in studying ethical behaviour it would be simpler to identify and assess unethical behaviour that is "either illegal or morally unacceptable to the larger community" (Zuber and Kaptein, 2014). Generally speaking, unethical behaviour in business concerns immoral conducts which put the fundamental interests of a business organization at stake. The range of terms related to unethical behaviour in the workplace includes workplace deviance (Hollinger and Clark, 1982), sabotage (Analoui, 1995), counterproductive behaviour (Mangione and Quinn, 1975), corruption (Ashforth and Anand, 2003), etc.

When employees do not follow the written standards of the organization, the behavior impedes the organization's ability to meet corporate goals making understanding ethical behavior in organizations essential. Unethical behavior can impact the organization financially. For example, counterproductive behavior is a type of unethical behavior where actions go against the organization's goals (Jex & Britt, 2008). Forms of counterproductive behavior include turnover, ineffective job performance, absenteeism, and unsafe behavior and additionally less common forms such as violence, theft, substance abuse, and sexual harassment (Jex & Britt, 2008). These actions impact the organizations financial bottom-line and can cost the organization thousands of dollars each year (Jex & Britt, 2008). Thus, it is critical to understand unethical behavior in organizations. Unethical behaviors lead to detrimental consequences for others through ignoring rules, standards, regulations, and company guidelines (Tonus & Oruç, 2012). The damaging consequences slow performance and growth. Unethical actions foster an environment of conflict, disrupt the company culture, and minimalize employee commitment, performance, and inspiration (Tonus & Oruç, 2012). When employee commitment, performance, and motivation decrease the organization suffers significantly. As a result, companies want to prevent unethical behaviors and to promote ethical behaviors. The best option is through understanding the driving forces behind unethical decision-making in order to predict behavior.

III. Ethic Failures:

1. Big Tech: 2019

2019 was yet another year of trying one for Big Tech, which continues to face a firing squad of regulatory scrutiny and enforcement actions, both in the United States and abroad. In March, the European Commission hit Google with a €1.49 billion (U.S. $1.7 billion) fine—the third in three years for the internet giant—for breaching competition rules. In that case, the Commission fined Google for blocking rival online search advertisers from getting a foothold in the market.

In the States, Facebook was facing regulatory troubles: After a year-long investigation prompted by the Cambridge Analytica scandal, the Federal Trade Commission in July slammed the social media giant with a ground-breaking $5 billion penalty for deceiving users about their ability to control the privacy of their personal information. It was the largest fine ever handed out for violating consumers' privacy and nearly 20 times more than the largest penalty related to data privacy or security ever imposed worldwide.

More impactful than the penalty amount was the FTC's 20-year settlement order, which imposes significant structural reforms on how Facebook must do business moving forward, including greater corporate accountability and more rigorous compliance monitoring.

Both actions were just a precursor of more to come. At least 47 state attorneys' general are now investigating whether Facebook's dominance in the industry stifles competition and puts users at risk. The FTC has launched a separate investigation into Facebook over antitrust concerns, while Google, too, faces further investigations by U.S. and EU antitrust regulators over its data collection practices.

On an industry-wide level, the Justice Department's Antitrust Division announced it is closely reviewing "whether and how market-leading online platforms have achieved market power and are engaging in practices that have reduced competition, stifled innovation, or otherwise harmed consumers." and every one of this is often happening at a time when the House Judiciary Committee has announced a bipartisan investigation into competition in digital markets, promising a "top-to-bottom review of the market power held by giant tech platforms," including the likes of Facebook, Google, Apple, and Amazon.

And that's not even taking into consideration the mess Facebook made out of its attempted foray into the cryptocurrency arena with Libra. Launched in June, the initiative came under heavy regulatory scrutiny from a Congress that clearly did not trust Facebook to venture into the relatively unregulated territory. Libra initially began with 28 partners, but many—including Visa, MasterCard, PayPal, and eBay—backed out when the initiative was met with fierce skepticism.

2. KPMG: 2019

KPMG has had an especially embarrassing year of 2019, culminating in a $50 million settlement with the Securities and Exchange Commission over allegations that KPMG audit leaders not only stole confidential information belonging to the Public Company Accounting Oversight Board in an effort to improve the results of the PCAOB's annual inspections of KPMG audits, but also cheated on internal exams that were intended to test whether they understood a variety of accounting principles and other topics of importance.

"These are two instances of misconduct with different but common themes—KPMG professionals compromising efforts to test their performance," Steven Peikin, co-director of the SEC's Enforcement Division, said in a conference call with members of the media. In the first case, "KPMG personnel literally stole the test," he said. In the second instance, "KPMG professionals simply shared the answer key with one another or manipulated the scoring of exams."

Several individuals were also charged for their role in the scheme, including Cynthia Holder, a former inspections leader at the PCAOB before later joining KPMG; David Middendorf, former national managing partner for audit quality and professional practice at KPMG; and David Britt, the former co-head of the Banking and Capital Markets Group within the audit group of KPMG's Department of Professional Practice.

3. Swiss Bank: 2019

In one case, a Swiss Bank ignored recommendations made by its compliance officer to put controls in place to reduce the risk of helping bank clients evade U.S. taxes. Ultimately, the bank made no formal policy changes until two years later, when a grand jury indicted a Swiss asset manager for his role in the tax evasion scheme. The bank would pay $10.7 million to the DOJ to resolve the case. JPMorgan Chase's compliance department reportedly faced a similar issue when it recommended cutting ties with Jeffrey Epstein for being a problematic, high-risk client. Bank executives ultimately ignored that advice until years later.

There were also reports the Germany-based global reputational-risk committee of scandal-plagued Deutsche Bank had approved a $72 million Silicon Valley real estate deal with a Russian businessman, despite objections made by its U.S. reputational-risk committee. What's notable is that the bank's global reputational-risk committee approved the deal at a time when the bank faces investigations by both Congress and the Department of Justice over its lax AML compliance controls and its current relationships with Russian companies and oligarchs. According to the bank, the deal did not violate any money laundering or sanctions laws.
Such examples point to the real value prudent compliance officers and risk professionals bring to a company and why their sound advice should never be dismissed or ignored, unless the company is prepared to battle the legal, financial, or reputational consequences that result.

4. Well Fargo: Cross Selling Scandal

In 2013, rumours circulated that Wells Fargo employees in Southern California were engaging in aggressive tactics to meet their daily cross-selling targets. According to the l. a. Times, approximately 30 employees were fired for opening new accounts and issuing debit or credit cards without customer knowledge, in some cases by forging signatures. "We found a breakdown during a small number of our team members," a Wells Fargo spokesman stated. "Our team members do have goals. And sometimes they will be blinded by a goal." consistent with another representative, "This are some things we take very seriously. When we find lapses, we do something about it, including firing people."

Some outside observers alleged that the bank's practice of setting daily sales targets put excessive pressure on employees. Branch managers were assigned quotas for the number and types of products sold. If the branch didn't hit its targets, the shortfall was added to subsequent day's goals. Branch employees were provided financial incentive to satisfy cross-sell and customer-service targets, with personal bankers receiving bonuses up to fifteen to twenty percent of their salary and tellers receiving up to 3 percent.

Tim Sloan, at the time chief treasurer of Wells Fargo, refuted criticism of the company's sales system: "I'm not conscious of any overbearing sales culture." Wells Fargo had multiple controls in place to prevent abuse. Employee handbooks explicitly stated that "splitting a customer deposit and opening multiple accounts for the aim of accelerating potential incentive compensation is taken into account a sales integrity violation." the corporate maintained an ethics program to instruct bank employees on spotting and addressing conflicts of interest. It also maintained a whistle-blower hotline to notify senior management of violations. Furthermore, the senior management incentive system had protections according to best practices for minimizing risk, including bonuses tied to instilling the company's vision and values in its culture, bonuses tied to risk management, prohibitions against hedging or pledging equity awards, hold-past retirement provisions for equity awards, and numerous triggers for clawbacks and recoupment of bonuses in the cases where they were inappropriately earned. Of note, cross-sales and products-per-household weren't included as performance metrics in senior executive bonus calculations albeit they were for branch-level employees.

Following the initial Los Angeles Times article highlighting potential violations, "sales practices" was included as a "noteworthy risk" in reports to the full board and the board's risk committee. Beginning in 2014 and continuing thereafter, the board received reports from the community bank, the corporate risk office, and corporate human resources that "sales practice issues were receiving scrutiny and attention and, by early 2015, that the risks associated with them had decreased."

Board members expressed the view that "they were misinformed" by a presentation made to the risk committee in May 2015 that underreported the number of employees terminated for sales-practice violations, that reports made by Tolstedt to the committee in October 2015 "minimized and understated" the problem, and that metrics in these reports suggested that potential abuses were "subsiding."

Following the lawsuit by the l. a. City Attorney, the board hired a third-party consultant to research sales practices and conduct an analysis of potential customer harm. The board did not learn the total number of employees terminated for violations until it was included in the settlement agreement in September 2016.

Wells Fargo response. With the release of the report, Wells Fargo announced a series of steps to centralize and strengthen control functions. The board also announced that it might claw back a further $47.3 million in outstanding option awards from Tolstedt and a further $28 million in previously vested equity awards from Stumps.

5. Satyam Scandal

The Satyam scandal was the foremost 'creative' accounting scandal which was brought into light on 7th January, 2009 when Mr. Ramalinga Raju submitted a letter to BSE, confessing the fraud that was committed by him since 2004-05. M/S Satyam Computer Services Limited, which was once among the large four IT firms in India, has portrayed its negative image worldwide thanks to the massive scale fraud committed by the corporate. The scandal of Satyam Computer Services Ltd., is that the biggest ever corporate scandal in India amounting to Rs.7, 000 crores, and has been dubbed by the media as 'India's Enron'. M/s Satyam Computer Services Ltd. was an Indian IT services company based in Hyderabad, India. it had been established as a personal Company on 24th June, 1987 by B. Ramalinga Raju and his brother-in-law, D.V.S Raju. In 1991, the IT services company was incorporated as a Public Ltd. The firm began its business with 20 employees and rapidly grew its business. the corporate had acquired 53000 employees and 500 companies as its customers. during a short span of your time, it became a number one global consulting and IT services company, spanning 66 countries. Moreover, the corporate was listed in various stock exchanges, both national and international like, National stock market, Bombay stock market, NY stock market et al.

On 16th December, 2008, Mr. Raju acquired 2 groups named Maytas properties and Maytas Infra, which were owned by his sons. Although the acquisition wasn't a profitable one for the investors, but still it had been wiped out order to refill the gap within the record. Therefore, the opposite investors opposed his decision of using the company's money for his circle of relative's business. one more reason for this acquisition might be to cover the irregularities within the Company's accounts. Since Mr. Raju had falsified accounts by raising cash that didn't exist, created bills for non-rendered services and this had led to rise within the operating profits sharply. within the confession letter to the Board of Directors of Satyam Computers Ltd., Mr. Raju disclosed that he has been manipulating the company's accounts for variety of years. To be ready to do this, they forged Fixed Deposit Receipts of varied scheduled banks on forged letterheads of banks alongside monthly bank statements. Besides, the sales were also inflated by creating 7561 sales invoices. In 18 quarters, starting Q1 2004-05 to Q2 2008-09, the sales were inflated to the tune of Rs. 4,257 crores.

6. Google's slow drips

Google's year of corporate scandal was less about one big horrible reveal and more about steady drips of mini-scandals. There was the Google Plus data breach that came call at October, which meant the top of a product few people used. There was the very fact that CEO and co-founder Larry Page (or any Google executives) did not show up for a congressional hearing in September while other tech executives came to testify about the ways Russia influenced the U.S. elections.

There was the #metoo scandal in which Andy Rubin, the founder of Android, was paid $90 million in an exit package, when the exit was related to sexual misconduct. That resulted in an employee walkout over the company's response. Add on the likelihood of a censored program in China and therefore the company has had quite the rough year from a PR standpoint.

IV. Effect of Unethical Behaviour on Business:

The effects of unethical behaviour on business begin to tell with time – as the line between right and wrong begins to blur. People within the organization that conduct themselves with high standards feel helpless and annoyed with the dishonest behaviour of their co-workers and or leaders. This frustration is compounded further by the fact that the company does not take action given that there may not be any legal implications or great financial damage. The honest employees then either search for alternative employment or if they're unable to seek out another suitable opportunity often find yourself with high stress and health related problems – thereby affecting the overall productivity of the company.

While the unethical behaviour and practices may succeed for a short time, they're soon acknowledged. Persons and companies found guilty of such practices would then be scrutinized and publicly shamed. Companies often find yourself losing their license to conduct business and their reputation is broken forever. Even if a corporation doesn't immediately get 'found out', customers and employees begin to perceive unethical behaviour. The result would be that they might stop doing business with the corporate and leave the utilization respectively. Customers would most certainly let others know about the poor practices of the company, leading others to stay away from such a company – further damaging the chances of the company.

Among the worst effects of unethical behaviour on business is that a corporation is unable to forge or maintain any long-term relationships with customers. In addition, it becomes vulnerable to long and expensive litigations. The fact is that even one such instance can make the corporate susceptible to further accusations, many of which might be false, made by people and competitors seeking to harm the company's reputation. While customers do have access to tons of data by way of the web and other market intelligence, they are doing rely heavily on the corporate and its representatives for accurate information and structured guidance on a number of aspects. Therefore, as the business environment becomes more competitive, companies must make the decision to act ethically or else face the highly damaging effects of unethical behaviour on their business and the representatives. It would be extremely immature and imprudent on a part of companies to believe that customers are naïve and wouldn't determine eventually about the company's malpractices.

Another of the effects of unethical behaviour on business is that customers would completely shun the company's products and start a campaign inciting others to follow. A drop by sales means a dip in profits and a fall within the company's share prices, which eventually would drive investors and other stakeholders far away from the corporate since no one would want to put their hard-earned money in a failing company. The company internally too would have an environment of confusion, distrust, stress and conflict since everyone would doubt the intentions of the opposite. Such a poor work environment would cause a drop by productivity, lowered morale and employee attrition, which might cause the downfall of the corporate.

The reason that unethical behaviour rises and survives is because people within a corporation are afraid and hesitant to 'tell on' their co-workers since they might be unsure of whom they can speak. If the culture seems to tolerate unethical behaviour, the fear of reprimand or being made an 'outcast' often leads people to stay silent. In order to counter the consequences of unethical behaviour on business, the corporate must have strict rules and regulations in situ that each employee must remember and there should be no-tolerance policy for anyone that flouts the norms. Many companies have such guidelines in document form that is provided to each person that joins the company and they are expected to read and sign the document as acknowledgement of having understood the consequences in case they default.

Within the realm of customer service, the consequences of unethical behaviour on business are often profound as they're more noticeable. The representatives are usually the first point of contact for customers and thereafter would be the ones that customers interact with most often. The pressure on the customer maintenance staff is extremely high – they're not only expected to supply service but also build relationships, have product knowledge, have great analytical, problem solving and communication skills and many other such abilities. To top these demands, their jobs are often incentive based, which could be added stress. They are often evaluated on a day-to-day basis and thus to realize more benefits could easily forget the consequences of unethical behaviour on business and seek only their personal gain and often end up misleading customers. Over time, customers begin to realize these transgressions, which could spell serious trouble and even doom for the company. The errant employees too would end up losing their job and find it difficult to gain employment elsewhere.

There is no upside to unethical behaviour. It just means either the corporate is doing so intentionally or it's been extremely lax in planning its business and lacks customer focus. A company must set realistic goals for itself and its employees – since seemingly unattainable targets would lead employees to seek out 'shortcuts' and lucrative means to succeed in them. A company and its leaders must set the bar high such everyone within the company understands their responsibility towards the purchasers and of behaving ethically. The effects of unethical behaviour on business must be clearly spelt out alongside the results of indulging in such behaviour. There is no excuse or reason for cheating or behaving unethically with customers and in business and corporations and their employees that still do so must face the repercussions.

Unethical behaviour on a part of the corporate and its management creates a situation where employees feel ashamed or embarrassed by their company, its product or service, or their role in it. It is as if they're doing something wrong by association. These feelings breed mistrust and low morale.

Unethical behaviour by fellow employees, especially if it goes unpunished or is condoned by management, prevents cooperation and trust among employees, which also creates low morale. This negative effect is magnified if the unethical behaviour by the company or employees results in harm to others.

V. Managing Unethical Work Practices:

It has become customary for organizations to institute a Code of Ethics, a collection of principles and practices that a business believes in and aims to live by. They should add conjunction together with your company's corporate values, but outline more specific policies about how employees should handle themselves in certain situations. Ideally, behaving ethically at work should come easy, but unfortunately, acceptable practices aren't always clearly defined. Having a Code of Ethics will create a sense of fairness and a clear understanding of the rules and repercussions so both employees and leaders are aligned.

In order to beat unethical behavior within the workplace, leaders must also create an environment during which employees feel safe and cosy. Most people lack the arrogance to talk up or raise ethical concerns at work, in fear that they're going to be dismissed or maybe reprimanded for defying a manager. The more open and genuinely approachable leaders are; the more willing employees are to speak up when circumstances require it. Furthermore, the way leaders react to ethical concerns and the actions they take in response, ultimately set the tone for how others will approach ethical issues in the future.

Specific to the utilization of workplace computers, the Fair Work Commission decided that a corporation has the proper to put rules and constraints on the utilization of its assets. Businesses have the right to enact and enforce IT usage policies, including monitoring emails from work accounts. However, it's important for any business monitoring email communications and computer usage to supply consistent and regular guidance to staff. Employees should have absolute certainty about their rights and obligations.

For other problem behaviours, it's critical that a business has clear and transparent policies about the utilization of company resources and expectations of employees during work hours. These policies should be open to feedback from employees. Further, policies should exist for a transparent reason – employees are more likely to follow directions where they feel they're contributing to a specific outcome or goal.

Don't separate the ethics and values of the business from day-to-day activities. They should be built into the workflow of tasks and be a part of the general culture, instead of just existing on paper. If the workforce can see tangible results being achieved, a cooperative team culture will develop. It is also vital that the business and managers reflect the changes they need to ascertain in employees. Employees at all levels of the business are responsible for cultivating an ethical work culture. Be the change you want to see in the business.

Unfortunately, unethical behavior within the workplace are some things many businesses fall victim to. Whether it's to climb the corporate ladder, make more money or appease a manager's requests, these incentives can all too often lead to unfavourable decision making. Lapses in workplace ethics occur a day, in all kinds of business. However, strong leaders that model moral behavior and set clear policies can mitigate the risk of an ethical dilemma damaging its company's reputation.

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