CASE STUDY 9-1

ETHICAL DECISION MAKING

Situation 1

The secretarial pool is part of the group assigned to Doug Smith, the manager of office automation. The pool has produced very low quality work for the past several months. Smith has access to the passwords for each of the pool members' computer accounts. He instructs the pool supervisor to go into each hard drive after hours and obtain a sample document to check for quality control for each pool member.

Discussion Questions

- 1. If you were the supervisor, what would you do?
- 2. What, if any, ethical propositions have been violated by this situation?
- 3. If poor quality were found, could the information be used for disciplinary purposes? For training purposes?
- 4. Apply PAPA to this situation.



Kate Essex is the supervisor of the customer service representative group for Enovelty.com, a manufacturer of novelty items. This group spends its workday answering calls, and sometimes placing calls, to customers to assist in solving a variety of issues about orders previously placed with the company. The company has a rule that personal phone calls are only allowed during breaks. Essex is assigned to monitor each representative on the phone for 15 minutes a day, as part of her regular job tasks. The representatives are aware that Essex will be monitoring them, and customers are immediately informed when they begin their calls. Essex begins to monitor James Olsen, and finds that he is on a personal call regarding his sick child. Olsen is not on break.

Discussion Questions

- 1. What should Essex do?
- 2. What, if any, ethical principles help guide decision making in this situation?
- 3. What management practices should be in place to ensure proper behavior without violating individual "rights"?
- 4. Apply the normative theories of business ethics to this situation.

Situation 3

Jane Mark was the newest hire in the IS group at We_Sell_More.com, a business on the Internet. The company takes in \$30 million in revenue quarterly from Web business. Jane reports to Sam Brady, the VP of IS. Jane is assigned to a project to build a new capability into the company Web page that facilitates linking products ordered with future

offerings of the company. After weeks of a incorporate that capability is to buy a software Silicon Valley, California. She convinces Brathe software. The vendor e-mails Jane the soft install it. At the initial installation, Jane is ask license agreement. The installed system doe copy of the software on diskettes, so as a preceding of the software on the set of floppies. She sent to her onto a set of floppies.

A year later the vendor is bought by and from the marketplace. The new owner beli competitive advantage they want to reserve f lease agreements and revokes all licenses on she made as backup.

Discussion Questions

- 1. Is Jane obligated to stop using her backup
- 2. If We_Sell_More.com wants to continu why not?
- Does it change your opinion if the softwar If it is a noncritical system? Explain.

Situation 4

Some of the Internet's biggest companies (i.e., are working on a new "single sign-on" system corporate members of the OpenID Foundati system that would make it easier for users to remember multiple user IDs, passwords, and companies would share the sign-on informatic They would also share personal information s personal preferences.

Discussion Questions

- Discuss any threats to privacy in this situat
- 2. Who would own the data? Explain.
- 3. Who do you think should have access to the

Situation 5

SpectorSoft markets eBlaster as a way to kee doing online. Operating in stealth mode, eE into a computer, from instant messages to pas received and every Web site visited by the u anonymously to an IP address of the person v installed onto a business's computers.

