



Subjects: Business Practice level2

Topic: Ethical source and Values (module 4)

Lecturer: Mr Popane

Business Practice Module 4 Ethics:

Outcomes

- ❖ understand what is meant by the concepts 'ethics'
- ❖ Learn about ethical business practices
- ❖ Learn about the concept 'ethical values' and the sources thereof.
- ❖ Learn about personal attitudes and factors that affect ethical values in workplace
- ❖ Understand what ethical diversity is.

Ethical = Integrity + moral conduct

The Concept ethics

Ethics is knowing from right to wrong. And always doing the right things. Example a Bank Teller (a person who works with money) the right thing is for her/him not to steal the money of the people(clients)

Ethics is following moral conduct.

Moral Conduct is Good behavior :

- Not stealing
- Telling the Truth/being honest
- Not Cheating People
- Behaving in a professional manner(e.g. not committing sexual harassment)
- Giving Customers good service(being polite & kind to customers)

Ethical Business Practices

It is up to the individual business person to make a code of ethics for their own business. A business of ethics gives values of the business. It should offer general guidelines to your employees when they have to make decisions. The code of ethics should be followed all times. Employees must know that if they disobey they will be punished (e.g. suspension, fired or fines)

A Business code of ethics should include the following

- ❖ Fundamental Rules of honesty and keeping to the law (e.g. not stealing)
- ❖ Product safety and quality (not selling food that is not fresh or expired or not selling Fung Kong clothes or shoes)
- ❖ Healthy and Safety in the workplace (e.g. now nurse can't treat Covid-19 people with out mask)
- ❖ Employment practices (example no "Connections" no hiring people because you know them)
- ❖ Selling and marketing practices (telling the truth about the products, not saying it can do things that it can't.)
- ❖ Security and Privacy (example KFC employees are not allowed to tell secrete recipe for the fried chicken.)
- ❖ Political Activities (example you can't wear an ANC, EFF or DA shirt at work)

Business Ethic includes the following

- ▶ Financial Report (example municipalities must show that they have enough money to pay their employees.)
- ▶ Suppliers relationship. (example choosing suppliers because they offered you money like for example illegal tenders. Instead you should chose a supplier because they offer quality products and service.)
- ▶ Protecting the environment.(example KFC uses paper Straws because plastic ones harm the environment.)

Ethical sources and Value

When faced with a ethical problem you will ask yourself

- ❖ Is it Legal ??? (is according to the Law)
- ❖ Is Fair to all concerned (will be fair to the people that involved – will no one get hurt or get cheated.)
- ❖ How it make me feel (it make feel proud like I did something good or will make feel guilty like did something wrong)

Honesty

Business must tell the truth about their products and services . Like for example if you are selling 2nd hand car and it has a seat that is broken you must tell the customer about the seat.)

Important Business Values

Reliability

Reliability is the principle that people can rely on Business to deliver what it has been promised or agreed upon, with respect to quality, quantity and punctuality.

(selling fresh food, selling shoes or clothes that last a long time not Fong Kongs)

Fairness

It refers to equal treatment. (example treating people fair no matter if they are black or white, ,male or female,) . Giving people equal opportunities for promotions

Personal attitudes and Values

A Person ethical behavior is based on:

- ❖ The ability to distinguish right from wrong
- ❖ The commitment to do what is right.

Here are is a list some values and the their definitions which individuals may apply.

- ❖ **Courage** - be brave to do the right thing
- ❖ **Honesty**-telling the truth
- ❖ **Kindness**- being polite to people and caring
- ❖ **Respect for others**- being considerate of peoples feels, viewpoints and beliefs
- ❖ **Self-discipline** - controlling yourself
- ❖ **Self-respect** - respecting your self
- ❖ **Serving** - helping and serving others.

Responsibilities of Managers

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Ethical diversity

Is respecting other people's beliefs, values, race, Tradition and customs. It is understanding the values of individuals, groups and cultures are will be different, and people's behavior is influenced by their values.

Companies need to value diversity, that is , train employees of different races and ethnicity, religions, genders, age, abilities and other differences to function effectively together, Companies also need to manage diversity, the is fully resources through organizational actions to meet all employees' needs.

Activity

Do activity 4.2 for Friday 10 July
Stay safe and stay at home !!!!