

## **AN ETHICAL DILEMMA**

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### **AN ETHICAL DILEMMA**

Ravindran Gopalan, 34 a new hire in ABC company for the position of Sales manager, like all he is excited for his new role in this new company with more CTC offered to him than his previous employer. Hereinafter Ravindran Gopalan can be referred as Ravi. During the first day Ravi was put in an orientation programme taken by the company's HR where HR basically provides information about his job roles, his duties, his CTC, his bonus, rules & regulation which he has to abide by it. As the employee coming under the manager band of the company organization structure, he was provided with the company credit card for his corporate uses which was issued to him under the agreement that he should not use company's credit card for his personal uses.

Later that day he was introduced to his colleagues, his team, his boss, who welcome him cheerfully to their team and teaches about the job they are doing for the company, being new to the team, the members plan to take him to their favourite restaurant where they conduct their regular informal meetings. In the restaurant, team members begin to place their order and he is obligated to pay for the meal and he started to feel predicament where the ordered food is of high price and he did not wish to spend that much amount for his newly met colleagues, seeing his quandary the senior-most member of the team came to him and said him to use his company's credit card saying that their boss will approve the transaction as the friends can be considered as the potential customers, saying him that he uses his company's credit card when he goes out with his friends & colleagues, hearing this Ravi is completely perplexed.

Ravi is an ethically sound person; he doesn't want to use the company's resource for his personal use and he is in a dilemma.

Questions for discussion:

- i. What are the important points in this case study?
- ii. What are the solutions available for Ravi in this situation?
- iii. What are the consequences of his decisions?
- iv. What are the things Ravi has to foregone for his decisions?

#### **Teaching Note**

##### **An ethical dilemma**

##### **Synopsis: -**

Ethical dilemma can be defined as a situation in which a difficult choice has to be made between two courses of action, either of which entails transgressing a moral principle. This case study portrays the case of Ravi, who is a new hire in ABC Company and faced with an ethical dilemma, which may or may not damage his moral upstanding and his values. The dilemma arises when an obligation arises for Ravi to pay for the bills of his new met colleague which he did not wish to spend from his pocket, seeing his quandary his senior member suggests using the company's credit card for this personal expenses. Whatever Ravi chooses, he has to foregone something to solve this dilemma. By discussing this case, students can learn how to solve real life ethical dilemmas.

**Target audience: -**

This compact case study is targeted for the audiences of students of MBA/ studies, which talks about ethics and moral values, which make to explore one's morality, decision making and ethics. This may even help the audience to get out of this dilemma.

**Learning objectives and key issues: -**

- The key issues in a dilemma is that to solve it one must foregone something to solve it,
- Analysing the outcomes in the dilemma,
- Choosing the best of the given possible outcomes,
- To understand the consequences of choices that will make an impact in the real life.

**Teaching strategy suggested -**

In a classroom, a faculty can start by questioning about ethics, moral values from the students and ask them to give examples of the ethics followed in the real world. This will create inquisitiveness among the students. After getting different outputs from students, faculty can explain the need for upholding the ethical values in their personal as well as in professional life and start talk about the dilemma faced when trying to uphold the morality. And then questions in the case study can be discussed, since ethics and moral differ from person to person so getting output from diverse group of students is crucial, After discussion the faculty can tell pros and cons of all outcomes said by the students, Accordingly, the learning objectives of this case can be achieved in this case discussion.

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**Case Discussions: -**

While handling the questions, faculty can use the following teaching notes:

**What are the important points in this case study?**

- His dilemma is that he wants to fit in with the team & also follow the companies' policies
- The facts provided in this case are that during orientation, a credit card was given to him, following his agreement that he will not use it for this personal use, but the senior member persuades him to use the credit card as he uses it.
- The credit card is given to Ravi for his corporate use can be used for client entertainment, which is can be classified as" corporate use", but whether his friends will be a potential customer?.

**What are the solutions available for Ravi to use in this situation?**

- Do as the senior does- pay from the company's credit card.
- He can pay for the food order using his personal card.
- Persuade the senior to pay the bills.
- Suggest splitting the bill.

**What are the consequences of his decisions?**

- Do as the senior does, which might erode his moral and ethical values, which in turn saves his own money, and he can be seen as a friendly guy in the peer group.
- He can pay the food order from this own credit card and save his ethical value while losing his money and he can be seen as a friendly guy in the peer group.

### *An Ethical Dilemma*

- He can ask the senior person to make it as his personal threat that he is new to the team with this he can save his ethical value but his peer group will have a negative opinion on him but he will save his money,
- He can suggest that they split the bill so everyone will pay their share so he can save the money and can uphold his ethical value, but his peer group will have a negative opinion on him.

#### **What are the things he has to foregone for his decisions?**

- His money (if he pays the bill),
- His ethical & moral value (if he uses the company credit card),
- His trust with his colleagues (if he pays the bill),
- His reliability for the team (if they split the bill),
- A new mentor (if he persuades his senior to pay).

#### **Case teaching experience:**

The case instigates student's attention towards the topic, to get students attention the faculty can explain real life instances and use PPT presentation and short films to make the interaction lengthier and bring emphasis to students for upholding ethics in their life.