

# PROFESSIONAL ETHICS IN THE SOLUTIONS

## Introduction

Ethics is one of the essential values in companies, because it is part of each and every one of people's decisions, which, in turn, seek to obtain different results and act under different motivations, is for that managers must consider the scope of their actions, both materially, and in psychological, social and ethical aspects. Employing ethics in the company generates a balance, which not only translates into its profitability in the short term, but also in long-term benefits, since it increases people's ability to make better decisions.

## Decision making in the company.

All companies are made up of people who have diverse cultures, aspirations, interests, as well as having different ages and jobs, and all of these people are required to work together so that the company can achieve desired results.

Giovanni Agnelli, President of Fiat SpA, defines a company as: a community of people with a wide variety of interests; a common task that requires a certain unified direction; adequate results and the imperative of continuity.

Considering this community of people who are the owners, managers, employees, clients and consumers, working under common objectives, but with very different motivations; These motivations and objectives sought by people can be:

Extrinsic results: these are the benefits that the company can provide to employees, which can be economic (remuneration) or realization (promotions, career opportunities, recognition)

# PROFESSIONAL ETHICS IN THE SOLUTIONS

Intrinsic results: which are not provided by the company, but are produced by it, and may be of a psychological nature (job satisfaction), or operational learning (acquisition of knowledge and skills).

Significant results: This refers to seeking the satisfaction of others, in this case customers, or supporting other colleagues, and collaborate in the running of the company. These results generate intrinsic learning that can be considered evaluative, since they allow people to be considered for their performance.

These results give employees certain questions, such as: is the remuneration I receive sufficient? Am I considered in the company? Is my job nice? Can I develop my capacity? Likewise, managers will ask themselves the following questions about employees: Does the employee add value to the company? Are you acquiring knowledge and skills aimed at achieving distinctive company competencies? Is it loyal and collaborative? Do you maintain fluid relationships with the company, customers and suppliers?

**The three types of motivations must be evaluated from three points of view:**

Effectiveness. In order for an employee to have an effective employment relationship, he must obtain desired extrinsic results, for example, obtain a remuneration that is fair compared to other similar employment, the effectiveness will be presented if the sufficient economic value is created to manage to pay the employee's remuneration and contribute to value creation for stakeholders.

# PROFESSIONAL ETHICS IN THE SOLUTIONS

Attractiveness. For all employees, having a job that is satisfactory, where there is a pleasant environment and also obtain skills and knowledge that will improve their professional opportunities in the future, will be the criteria that will serve management to assess this dimension.

Consistency. It refers to the fact that the relationship that exists between the employee and the company must remain over time, for which the necessary capabilities must be guaranteed to optimize those relationships.

It must be considered that these three dimensions can move in opposite directions, it could be the case that an employee was creating economic value (efficiency) but at the same time losing interest in his work, if it is repetitive and does not generate new knowledge (attractiveness) and if they also feel mistreated, they will stop accepting their bosses' orders (consistency).

Something that companies should consider is that in their action plans a minimum of efficiency is generated since it is an activity of economic turn, it is not so necessary that each of the decisions be effective, but if it should be as a whole, also You should seek to obtain minimal results in terms of attractiveness.

Broadly speaking, efficiency belongs to the field of economics, attractiveness is linked to social psychology and sociology, and consistency is related to the field of ethics, the latter being one of the most important conditions since through It will define if the decisions made now will make possible or difficult future interactions between the members of the organization. If consistency fails, it means that employees, by disregarding the consequences of their actions on other people, are learning not to consider others. When you have negative learning like this, you are prone to making inconsistent decisions and the ability to identify what is really relevant in a decision is reduced. So, for a decision to be good, it must be effective, attractive and consistent.

# PROFESSIONAL ETHICS IN THE SOLUTIONS

## The role of ethics

Ethics in a company does not consist only in the application of certain norms, codes or principles, nor in calculating the cost-benefit of decisions, because decisions involve more than that, since the development of their virtues depends on this.

When people act according to ethics, they develop their ability to perceive all of reality by being aware of the consequences that actions have on themselves or on others. For ethics, the most important thing is what happens within the person who decides.

## Referencia

Argandoña, A. (2011) *La ética y la toma de decisiones en la empresa*. [Ethics and decision making in the company] Recuperado de <https://media.iese.edu/research/pdfs/OP-0190.pdf>