

Sample essay on ethical dilemma

[Business](#), [Company](#)



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Introduction

An analysis of an ethical dilemma and decision making based on ethical issues in the business environment are the most aspects in determining the integrity of an individual. I was confronted with a need to make an ethical decision in the case where there was no right or wrong decision. This is so because I was caught in the middle.

The Dilemma

I am used to order my shoes from a finish line shoe company because I believe in their quality of services and product. I always order my shoes, even for my friends from this company because they always match my requirement, and deliver them on time. Their shoes are extremely durable and fashionable. One day I ordered one pair of shoes, but instead of the finish line shoe company to send me one pair of shoes that I ordered, they sent me two pairs of shoes. The pair that I ordered matched my requirements, but the other pair was much better than the one I had

ordered. It was more durable, and fashionable compared to the one I had ordered.

I was tempted to keep the two pairs of shoes on the ground that it was not my fault since I ordered only one pair. I thought maybe the company had decided to give me an offer since I have been a regular client. In contrast, I thought they would realize their mistake and decide to call to inquire about the second pair of which I was in a position to deny about the issue.

Similarly, I thought what if I deny having received extra pair and it happens they were already informed. Keeping the extra pair would also affect the company's profit and the employees involved in the process.

Possible alternatives

There are many possible choices available to resolve this ethical dilemma. The situation caught me in the middle, but I was the only person to make the choice on whether or not to return the second pair of shoes. Therefore, I would inform the finish line shoe company of the second pair immediately, and let them deal with the situation. Another choice would be to disregard the situation, hoping that they will resolve the problem on their own without my involvement. I would ignore the situation completely, and keep the second pair. Meanwhile, I would be honest and return the second pair.

Consequences

Ignoring the situation and keeping the second pair would compromise my integrity. Keeping the extra pair would also affect the company's profit, and the employees involved in the process. This would affect the future of our

business relationship. Moreover, choosing to ignore the whole situation and pretend as if it never happened makes dishonesty too easy for me.

Make a decision

The solution for this ethical dilemma was not a simple one given what I would put at risk for any decision I would make. Given the alternatives and consequences of each action we take above, the utilitarian approach will offer the greatest match of good over evil. Therefore, the best solution to resolve this dilemma was to return the extra pair of shoes and informing them that they made a mistake and sent an extra pair of shoes. This was the best solution because I proved to be an honest person to be trusted in the future dealings. This also helped the marketing manager of the finish line shoe company to plan on how to avoid such mistakes in the future because not all consumers could adhere to ethical principles

In my opinion, the ethical principle demonstrated in this decision would be veracity because we have an obligation as a consumer to tell the truth at all cost. Another ethical principle used is honesty because returning the second pair, and informing them that they made a mistake of sending an extra pair demonstrate a high degree of honesty. I was able to demonstrate honesty via communication and actions. Another ethical principle used is integrity, because returning the extra pair of shoes I was able to earn the trust of the finish line shoe company via personal integrity. This is so because integrity reflects the wholeness of character demonstrated via consistent between thoughts and actions. Therefore, sustaining integrity needs moral courage, and the conscience of doing the right thing even when it may cost more than it can pay. It is vital to live by ethical principles, even if there is a great urge

of doing otherwise. Similarly, as a royal client I demonstrated accountability by informing them that they made a mistake of sending two pair of shoes.

Conclusion

In a recap, when confronted with such ethical dilemma situation the decision one chooses would be hard to make. This is so because in the ethical dilemma there is no one right, or wrong decision because the varying situation influences the decision made. In my case, the decision I made would not compromise my ethical principles because I decided to do what was right. When resolving a dilemma issue, it is vital to adhere to the ethical principles because they can help in making the right decision.