

Ethical dilemma analysis



I was the victim in this situation. This all started when I was a manager of thirty security response and a officer called me over and explained the situation they had going at the front of the building. A female wanted to use the restroom before the building was open and my officers denied her entry. Our client (local government) has strict rules when it comes to access control and weapons control and their policy is no admittance into the building prior to 0800 hours except for employees identified by a badge.

I went and met the female and discussed the issue with her at length and basically reiterated what my officers told her. I made recommendations for other places/restaurants that she could go to use the facilities. The female argued that she has Lupus and couldn't hold it any longer. I recanted my decision for fear that she would urinate on the floor and let her go. The female left but was still upset. I informed my officers to write an incident report documenting what transpired.

The next day my manager called me in and stated that our client received an email from the female complaining about how she was treated by the security staff and that if restitution of some kind isn't made (wanted my officers and myself fired) that she would go public with what happened. I explained to my manager what happened and that we followed procedure. My manager then informed me that she was a government employee and alleges that she showed us her badge. I informed him that at no time did she tell me or my officers that she was an employee because we wouldn't have denied her.

I informed my manager to check the cameras to see if it shows her showing us her badge. My manager then informed me that there is going to be an investigation by the police and that statements will be needed from me and my officers. I went the next day and collected the statements from my officers and reviewed them and all our statements basically read the same way that she did not inform or show her government credentials to any of us. I delivered them to my manager and in turn he asked me to deliver them to the police officer handling the investigation.

I arrived to the police officers office and overheard the officer talking to someone about the case and stated that I had intentionally lied to the female by saying a restaurant had a restroom when in fact it doesn't (I was new to the area and didn't know). I gave the statements to an officer there and left. My officers were questioned by the police officer and the next thing I know is I am working the keen and all my access to my email and programs for work were taken away from me and nobody could tell me why. I went in that Monday and my manager tells me that I was pulled from the account.

I was never questioned by the police; my company was never part AT ten Investigation. I en local governments leader was running for re-election and decided to remove me to make the female happy so as to not smear the local government on the news about her story so it wouldn't have a negative impact on the leaders chance to get elected for a second term. In a nutshell my managers for the sake of keeping the contract and keeping numerous employees' employed, they felt it was in their best interest not to fight the decision. As for the local government, they gave in for the good of Just the leader for the mere selfish reasons of re-election.

A lot of managers failed to have integrity and do the right thing (in my eyes) but after analyzing the whole scenario I have come to realize that from my companies standpoint they did the right thing until nobody would work me anywhere causing me to go bankrupt and quitting to find another Job. The local government leader had no moral backbone except when it came for his own selfish deeds. He damaged the security program by removing a senior manager and disheartening the security officers on the contract because they knew we did nothing wrong.

The second ethical dilemma, “ Don’t Judge a Book by its Cover” (Bennett, 2011), I have seen and dealt with on numerous occasions as a manager. Our company has clients where they ask us to do various things that may or may not be security in nature. A few examples is plunging toilets at a hotel or parking a car for a hotel guest and many others. They all tell you what they are looking for as far as requirements ND what sort of intellect is needed to perform the tasks at their location efficiently. You find someone that meets/exceeds what the client’s needs/requirements are for the site and send them out there.

Things go great and one day the client calls asking for a new officer. You ask what happened and the client says “ nothing happened, it’s just he/she isn’t the image we want to portray to the public. ” They aren’t happy with the officer’s appearance because the officer is overweight. For the sake of the contract we swap the officer out with another but at the same time we educate our linens by informing them of the officer’s qualities and we inform them of the training they receive that will be a added benefit to their organization.