

What is a code of ethics



Ethics Impacts A code of ethics is known as a set of guidelines which are designed to set out acceptable behaviors for members of a particular group, association, or profession (Smith, 2003). It is common for organizations to govern themselves with a code of ethics, especially when they handle sensitive issues like investments, health care, or interactions with other cultures. Furthermore, it does not only set a professional standard, but it can also increase confidence in an organization by showing non-members that members of the organization are committed to following basic ethical guidelines in the course of doing their work.

Ethics works in both ways in terms of employee commitment. A workplace is expected to establish a working environment where employees would want to come to work and be productive because of pride in what they do for a living. This gives the employees the motivation to stick with the company. A healthy and happy working environment makes the workforce enthusiastic about their works. In return, the employees become willing to cooperate with the company even in times of crisis. Employees are willing to extend a hand to lift up the spirit of the company as a part of its team instead of turning their back. They keep the confidentiality of matters that involve the company and maintain a good reputation as well that can also reflect the good image of their company.

Investor loyalty is in one way or another, related to employee commitment. What would make an investor stick into something is a good service and return on/of investment. It is said that ethical business practices would include actions such as not using marketing materials or campaigns that mislead consumers (Tatum, 2003). Therefore, the ethics of giving an investor a clear idea of what he/she can gain in exchange of an investment would

create loyalty on the investor's part. It is essential for a company to offer the best possible service that would give an investor a certain profit. Ethics works two-way in any whether it is in business or social organization. Ethics in investment can build trust and encourage an investor to invest more and maintain a good partnership with a company.

Customer satisfaction is a distinct measure of impacts of ethics. This determines how a certain company or service provider deals with their standards and work rules to meet the demands and needs of the costumers. Any costumer certainly wants a quality service and therefore, expects the best response from a service provider or costumer service. In connection with this, service provider must be sensitive enough with the concerns of the costumers. A satisfied costumer is a reflection of a company that can meet its own ethical standards. This is true in whatever areas a person would make any transactions at such as hotels, restaurants, and so on.

Personally, I am very meticulous in terms of ethics in a workplace. I had some odd experiences in dealing with some costumer service agents. If I were to assess them, I can say that they do not deserve to be employees or called costumer service agents. It was in a telecommunications company. The costumer service agents attended to my concerns still chatting with a colleague instead of paying full attention to my complaints. That was really absurd. Those people are being paid to give their company a good impression to the costumers, but on the contrary, they are destroying the image of their company because of their idle performance on their jobs. In my opinion, work ethics is not being practiced well in those instances. There should be a conscious effort both with the company and its employees that would also result to a harmonious business relationship with the investors

and costumers. There should be an established support network among all the parties involved.

References and Works Cited:

Smith, S. E. 2003. " What is a Code of Ethics" Retrieved from <http://www.wisegeek.com/what-is-a-code-of-ethics.htm> on March 30, 2010.

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