

Queen's University Management School

MGT3012 Business Ethics

Module Coordinator: Dr. Shirley-Ann Hazlett

Academic year 2008-2009

Administrative and Contact Details

Lecturer: - **Dr. Shirley-Ann Hazlett**
Room: - Rm. G04 24 University Square
Tel No: - 9097 2524
E-Mail: - s.hazlett@qub.ac.uk

Lecture Times: - Mondays 1pm – 2pm (Lanyon G9); Tuesdays 1pm – 2pm (210PFC)

Tutorial Times: - **1 Hour on Tuesdays**

Consultation Hours: - **Mondays 9.30-11.30, Tuesdays 2pm – 4pm, or by appointment**

Prerequisites: - **MGT103 Management: Inventing and Delivering the Future or MGT106 History and Philosophy of Management, or MGT105 Principles of Management**

Module Description:

An organisation's reputation and track record in relation to ethical behaviour and integrity are vital for establishing the trust that forms the basis for both successful and sustainable relationships with an organisation's stakeholders (including customers, employees and the local and wider community). However, adopting and sustaining such behaviour can pose real challenges as there are no easy solutions to often complex organisational problems. Sometimes the 'best' solution, the one that best meets the needs of stakeholders, lies somewhere between 'right' and 'wrong'

This module on Business Ethics discusses and evaluates the ethical responsibilities of managers and organisations as they manage and take operational and strategic decisions. Specific topics that may be developed include: ethical principles and frameworks and ethical and social responsibility issues from a variety of stakeholder perspectives (employees, customers, society). The module will explore themes/issues from multi-disciplinary and managerial perspectives and analyse tensions, conflicts, contradictions and dilemmas via case studies and class discussion.

Module Aim:

To develop the intellectual and practical skills of the learner in the acquisition, understanding, analysis and interpretation of ethical and responsible issues in business.

Learning Outcomes:

This module provides opportunities for the learner to achieve the following:

- *Detailed Knowledge and Understanding of the:*
 - Core concepts of ethical thinking and ethical management practice.
 - Theories and frameworks used to guide ethical decision-making.
 - Role of ethics in business, in local, national and international contexts.
 - Rights, duties and responsibilities of, and relationships between, organisations and their internal (employees) and external stakeholders (customers, local and wider communities).
 - Appropriateness and impact of being a socially responsible organisation.

- *Intellectual (Thinking) Skills - able to:*
 - Plan, conduct and report a piece of original research (for continuous assessment) that explores and analyses the relationship between the theoretical and practical aspects of behaving ethically and responsibly.
 - Identify, understand and synthesise arguments and research from diverse electronic and written sources (lecture material, government publications, bibliographic searches etc.)
- *Transferable Skills – able to:*
 - Communicate effectively (oral and written). The summative assessment will concentrate on individual oral and written communication.
 - Work effectively as an individual and as part of a team - you will be given numerous opportunities throughout the tutorial sessions to participate in group work to discuss and present issues with your peers.
 - Apply critical thinking and problem solving skills to a variety of different situations (for continuous assessment and throughout the lecture and tutorial classes)
 - Competent use of information technology (word-processing and presentation packages, bibliographic searches e.g. ABI Inform)

Methods of Teaching and Learning

The class structure and teaching methods are interactive, and class participation is actively encouraged.

The allocated teaching time will be utilised in a variety of ways and will incorporate a mixture of lectures, class discussions, and small group work. Learning will be facilitated by individual research, case study analysis, problem-solving exercises and small group work. You will also have an opportunity to present your work both orally and in written format to complement the learning outcomes.

ATTENDANCE AT TUTORIALS IS CONSIDERED AN ESSENTIAL COMPONENT OF THE MODULE AND CAN BE TAKEN INTO ACCOUNT BY THE BOARD OF EXAMINERS

Module Content (In Brief)

- Ethical Principles in Business
- Ethical Theories and Frameworks (Deontology, Teleology and Relativism)
- Ethics and the Workplace (Corporate Governance, Codes of Ethics, Whistleblowing)
- Ethics and External Exchanges (Customers, local and wider community)
- Ethics and Corporate Responsibility (The Role of Business in Society)

Further details of the module content on a topic-by-topic basis are presented further on in this document.

Assessment

A combination of both continuous assessment (**30%**, individual assignment, see accompanying documentation) and end of module examination (**70%, 3 hour examination**) will be used to assess the learning experience.

You will receive written feedback on your continuous assessment work no later than 3 weeks after the final submission date. Overall discussion of the continuous assessment will take place during the lectures and the tutorial in **week 2**. In addition, you are welcome to discuss your assignments during special consultation hours.

You should be aware that topics and the emphasis within topics may change from year-to-year. Although previous exam papers will give you a very good idea as to how questions are structured in this module, you will also be given specimen exam-type questions at regular intervals throughout the module. The format of the exam paper will be discussed in greater detail towards the end of the module.

Module Materials

No textbook can do justice to the diverse nature of the subject area. A detailed list of associated readings for each of the topics covered is provided in a separate document. All of these readings can be found in the Séamus Heaney or Main libraries, or are available from electronic journals. You are expected to undertake **considerable** additional reading and to make use of the relevant journals as well as looking at related sites on WWW. (For example, in order to score marks in first class or 2.1 categories you **MUST** be able to draw on a wide range of literature and use it appropriately and effectively in your answers.)

You are also **strongly** advised to keep up-to-date with current affairs, for example read the newspapers, or watch current affairs programmes; this will give you a good insight into how organisations operate and the difficulties they may encounter.

Consultation Hours

Aside from the weekly consultation hours (outlined above), you can arrange an appointment to come and discuss any issues you may have. Special consultation hours will also be made available after assignments have been returned. You are also actively encouraged to keep in contact with me via email.

Additional Information

This module is supported by Queen's Online. It will contain copies of all of the module materials, including lecture and tutorial support materials. This site is updated regularly and it is your responsibility to visit it often.

In advance of each lecture, the associated slides will be available via Queens Online. You are expected to have read these in advance of each lecture.

*******Please note. The lecture notes contain only the MINIMUM amount of material. You are placing yourself at a real disadvantage if you do not attend classes regularly.*******

If you are unclear about any aspect of this module, please do not hesitate to come and see me.

Shirley-Ann Hazlett
January, 2009

Topic-by-Topic Guide to MGT3012 Business Ethics

- **Learning Outcomes:**

As with other modules, the learning outcomes are the parameters that set each topic in its context. The specific learning outcomes are developed and explained more fully in the lecture and accompanying tutorial sessions. They are also designed to allow you to shape your reading and private study. At the end of each topic you should ensure that you are able to fully address each of the associated learning outcomes.

- **Essential Reading:**

Each topic has a number of essential readings. In order to be able to fully understand the topic, you MUST read these. Thus, anything included under the title of 'Essential Reading' forms the minimum knowledge base for each topic. You should, however, be careful not to solely limit your reading to the 'Essential Reading' Section.

- **Recommended Reading and Additional Reading:**

Each topic also includes some readings under 'Recommended Reading'. You are expected to read a number of these to give you a much broader and clearer understanding of the topic under discussion. The Main Library, Séamus Heaney Library and the online databases hold an excellent range of appropriate materials that that are relevant to this module. Some good textbooks include: -

Boatright, J R. (2006); "Ethics and the Conduct of Business", 5th Edition, Prentice Hall. (There are also several copies of the 2003 edition)

Bradburn, R (2001); "Understanding Business Ethics", Continuum.

Brown, M.T. (2005); 'Corporate Integrity: Rethinking Organizational Ethics and Leadership' Cambridge University Press.

Browne, M.N., Giampetro-Meyer, A. and Williamson, C. (2004); 'Practical Business Ethics for the Busy Manager', Prentice-Hall, 1st Edition.

Buchholtz, A.K. and Carroll, A.B. (2008); 'Business & Society', (7th Edition), Mason Publishers, USA

Chryssides, G. D. and Kaler J. H. (1996); "An introduction to business ethics", International Thomson Business Press.

Clegg, S. and Rhodes, C. (2006) (editors); 'Management Ethics: Contemporary Contexts', Routledge.

Crane, A., and Matten, D. (2007); "Business Ethics", 2nd Edition, Oxford.

Crane, A., Matten, D. and Spence, L. (2007); 'Corporate Social Responsibility: Readings and Cases in a Global Context' Routledge.

De George, R. T (2006); "Business Ethics", 6th Edition, Prentice Hall.

DesJardins, J. R. (2005); "An Introduction to Business Ethics" McGraw-Hill.

Donaldson, T. and Werhane, P.H. (2008) (editors); 'Ethical Issues in Business: A Philosophical Approach', 8th Edition, Prentice-Hall. (also copies available from 2002, 7th Edition)

Fisher, C. M. and Lovell, A (2005); "Business Ethics and Values: Individual, Corporate and International Perspectives", Financial Times, Prentice Hall, 2nd Edition. (3rd Edition, 2009, will be available from mid-late February).

Fritzsche, D. J. (2005); "Business Ethics: A Global and managerial perspective". (2nd Edition) McGraw-Hill.

Gibson, K. (2007); 'Ethics and Business: An Introduction', Cambridge University Press.

Gibson, K (Editor) (2006); 'Business Ethics: People, Profits and the Planet', McGraw-Hill.

Gilliland, S.W., Skarlicki, D.P., and Steiner, D.D. (2008) (editors); 'Justice, Morality, and Social Responsibility', Information Age Processing, USA.

Goodpaster, K. E. (2006); "Business Ethics: Policies and Persons", McGraw-Hill.

Hartley, R. F. (2005); "Business Ethics: Mistakes and Successes", Wiley.

Hartman, L. P. (2004); "Perspectives in business Ethics" 3rd Edition, McGraw-Hill.

Hosmer, L. T. (2006); "The Ethics of Management", McGraw-Hill (5th Edition).

Jones, C., Parker, M. and ten Bos, R. (2005); 'For Business Ethics', Routledge.

Kaptein, M. and Wempe, J. (2002); "The Balanced Company: A Theory of Corporate Integrity" Oxford University Press.

Lawrence, A. T. (2005); "Business and Society: Stakeholders, Ethics, Public Policy", 11th Edition, McGraw-Hill.

Malachowski, A. (Editor) (2005); "Business Ethics in Focus" Routledge.

May, S., Cheney, G., and Roper, J. (2007) (editors); 'The Debate over Corporate Social Responsibility', Oxford University Press.

Mendonca, M. (2007); ' Ethical Leadership' Open University Press.

McEwan, T. (2001); "Managing Values and Beliefs in Organisations", Financial Times.

McIntosh, M. R. T., Leipziger, D. and Coleman, G. (2003); "Living Corporate Citizenship. Strategic routes to socially responsible business", Prentice Hall

Roth, W. F. (2004); "Ethics in the Workplace: A Systems Perspective", Pearson Education.

Solomon, J. and Solomon, A. (2004); "Corporate Governance and Accountability", John Wiley.

Sternberg, E. (2000); 'Just Business: Business Ethics in Action' 2nd Edition, Oxford University Press.

Tichy, N.M. and McGill, A.R. (2003); 'The Ethical Challenge: How to Lead with Unyielding Integrity' Jossey-Bass.

Trevino, L and Nelson, K. A. (2003); "Managing Business Ethics. Straight Talk about how to do it Right." 2nd Edition, John Wiley and Sons Publishers.

Velasquez, M. G. (2006); "Business Ethics. Concepts and Cases", 6th Edition, Prentice Hall.

Vogel, D. (2005); "The Market for Virtue: The Potential and Limits of Corporate Social Responsibility", Brookings Institution, USA.

Weiss, J. W. (2006); "Business Ethics: A Stakeholder and Issues Management Approach", (4th Edition) Dryden Press.

Wicks, F. (2005); "Business Ethics", Prentice-Hall.

- **Journal Articles**

In addition to library books, there are a number of excellent management journals that are either held in hard copy or available electronically via the library web site. If you are unsure about how to access electronic journals, you should arrange to speak to the Subject Librarian, Norma Menabney (n.menabney@qub.ac.uk).

Some very good management journals include:

Administrative Science Quarterly

Academy of Management Review (special issue focusing on Corporations as Social Agents, 2007, Vol. 32, No. 3)

Harvard Business Review

Journal of Management Studies (special issue focusing on Corporate Social Responsibility, 2006, Vol. 43, Issue 1)

Specific journals relating solely to business ethics and corporate social responsibility include:

Business Ethics: A European Review

Journal of Business Ethics

Business and Society

Business and Society Review

- **Websites:** You should also visit relevant web sites that discuss issues in relation to business ethics and corporate social responsibility:

<http://www.ibe.org.uk>

Institute of Business Ethics

<http://www.ethicsweb.ca/>

Applied Ethics Resources on WWW

<http://www.csrwire.com/>

The Corporate Social Responsibility Newswire Service

<http://www.societyandbusiness.gov.uk/>

UK government gateway to CSR

<http://www.bitc.org.uk/index.html>

Business in the Community

www.csreurope.org/

Reference centre on Corporate Social Responsibility

www.mori.com/csr/index.html,

MORI Corporate Social Responsibility Research

www.iabs.net

International Association for Business and Society (IABS)

www.e-businessethics.com

Business Ethics Online Resources

www.bsr.org

Business for Social Responsibility

In addition to these sources, you are also **strongly** advised to keep up-to-date with current affairs, e.g. read the newspapers or watch current affairs programmes.

- **Independent Study**

At a minimum you are required to spend 8 - 10 hours each week on independent study for each module. Specifically in relation to this module, this might take the form of reading notes in advance of the lecture, preparing answers to questions that will be discussed in the tutorial/seminar time, or searching the bibliographic databases to source new material for your assignment, or end-of-module exam.

- **Lecture Attendance and Preparation**

In advance of all of the lecture sessions, copies of the relevant slides can be downloaded and printed from Queen's Online. You should make every effort to read these in advance of the lecture so that you will be familiar with some of the terms and content.

You are strongly advised to attend all of your lectures. **Having access to the lecture material via the web site should not be considered a substitute for attending lectures.** These slides only give a

brief overview of the material that will be covered. Additional detailed material is discussed during these sessions. You will find yourself at a significant disadvantage if you choose not to attend.

- **Tutorial Attendance and Preparation**

Tutorials/seminars are an important element of your overall learning experience. These small group sessions are much more interactive than the larger lecture setting. You will have opportunities to solve problems in small groups, practice answering exam-type questions, and discuss the progress on your individual assignment as well as asking your tutor to further explain or clarify any issues with which you are unclear.

In preparation for each of the tutorial sessions, you should prepare the material that is requested. Sometimes this may be a response to an exam-type question, on other occasions you may be asked to produce material for a presentation. This work is not assessed but will provide you with a solid foundation for your continuous assessment work and end-of-module examination.

You are expected to attend **ALL** of the appropriate tutorials and attendance records are maintained each week. If you are unable to attend, for example through illness, it is imperative that you have some medical evidence to support this. A medical certificate should be handed into the School Student Office. This is then automatically forwarded to the relevant module co-ordinator/s. Attendance at tutorials may be taken into account by the Board of Examiners.

Before attending any of the lecture and tutorial/seminar sessions, please ensure that your mobile phones are switched off.