

# **Course Details**

Course Title	Ethics and Corporate Social Responsibility
Course Code	BUS540
Credits / Hours	3/3
Semester & Year	Spring 2017
Department	SolBridge General Education Department

### **Contact Hours**

Class Type	Days	Time	Room
Lecture	Friday	4:00 pm – 7:00 pm	1006

### **Instructor Details**

Instructor	Dr. Beverlin Hammett
Room	CyberNet #4 (2 <sup>nd</sup> Floor)
Consultation Hours	By appointment: <u>http://drhammettappointments.setmore.com/</u>
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# **Mission Map**

Gubbalan Rastoria		Mission Based Goals	Approximate % of Course Content	Approximate % of Assessment
Person	and the second	Global Perspective	20%	20%
	Thought 28	Asian Expertise	10%	10%
Nei-	Leader	Creative Management Foundation	10%	10%
R		Cross Cultural Competence	20%	20%
$\checkmark$	Creative Management Mind	Social Responsibility	40%	40%
		Total	100%	100%

# **Course Objectives**

The objective of this ethics course are to:

- Understand the techniques of moral reasoning and argumentation that are needed to analyse moral issues in business;
- Evaluate the individual actions in economic and business transactions within a variety of moral frameworks;
- Apply general ethical principles to particular cases or practices in business;
- Critically evaluate the comparative morality of various different types of economic systems;
- Describe morally praiseworthy and exemplary actions of either individuals in business or particular firms;
- Describe morally reprehensible actions of either individuals in business or particular firms;
- Understand the current and pressing moral issues in business from workers' rights to legitimate computer usage on the job;

- Discuss the ethical issues inherent in the rapid changes in business, including information technology and environmental degradation;
- Present methods of moral reasoning, case analysis, and of resolving ethical dilemmas; and
- Understand the need for the respect for human dignity, and honesty.

This course explores corporate responsibility and ethics from a multidisciplinary and multi-stakeholder perspective. It reviews theories and practice of corporate ethics, responsibility, and liability and illustrates how they apply to a number of complex business, development, and policy situations in the evolving global business landscape.

The course emphasizes the interplay between the economic dimensions of these issues as well as their ethical and social aspects. Its objective is to help students anticipate issues that they will confront in their professional careers and to develop skills to think more clearly and critically about how such issues can and should be resolved. It will help students to analyze the ways in which these issues ought to figure in decision-making by responsible business leaders and in the structure and activities of business enterprises.

### Ethics Education in MBA Programs: Effectiveness and Effects

Link: <a href="http://ftp.repec.org/opt/ReDIF/RePEc/ibf/ijmmre/ijmmr-v1n1-2008/IJMMR-V1N1-2008-3.pdf">http://ftp.repec.org/opt/ReDIF/RePEc/ibf/ijmmre/ijmmr-v1n1-2008/IJMMR-V1N1-2008-3.pdf</a>

# **Teaching Methodology**

The course will be implemented as a combination of lectures, discussions, as well as individual and group assignments.

Please keep in mind that the course will be conducted using a variety of exercises, in-class handouts and multimedia tools designed to challenge students and provide practical skill development through guided discovery and practice.

Class sessions will focus on rigorous and in-depth analysis of cases, decision making exercises, and theoretical frameworks and tools used for interpreting practical problems in business and making business a force for co-creating value and shared prosperity.

# **Course Materials and Readings**

### **Textbook Required**

Business and Society: Ethics, Sustainability, and Stakeholder Management, 9th Edition Archie B. Carroll; Ann K. Buchholtz ISBN-10: 1-285-73429-7 ISBN-13: 978-1-285-73429-3

### Handouts and Research Materials

Handouts and scholarly academic articles will be distributed by the instructor, and students are expected to be prepared for class with these materials before its assigned usage date. This may include links to articles, websites, or audio and video clips. Material assigned in class will be required for the next class. Students will need to review the material and be prepared to comment on and/or use the content during class work.

### In Class Activities

There will be a variety of in-class activities that will require students to utilize inductive and deductive reasoning skills in order to determine the best ethical solution(s) for different case studies.

Students will work in groups in order to come to a consensus of actions that need to be taken in order to address personal and business ethical issues. These ethical issues will be associated with different industries, positions, personal and business relationships, as well as those found within various academic institutions.

# Table 1: Course Content: Essential Knowledge & Skills

A. The Triple Bottom Line

Essential Knowledge & Skills form the basic content that will be assuredly delivered in the course.

#### **KNOWLEDGE SKILLS BUSINESS ETHICS FUNDAMENTALS BUSINESS ETHICS FUNDAMENTALS** I. THE PUBLIC'S OPINION OF BUSINESS ETHICS 1. Describe how the public regards business ethics. II. BUSINESS ETHICS: MEANING, TYPES, APPROACHES 2. Define business ethics and appreciate the complexities of making ethical judgments. Descriptive versus Normative Ethics A. 3. Explain the conventional approach to business Three Major Approaches to Business Ethics Β. THREE MODELS OF MANAGEMENT ETHICS ethics. Differentiate it from the principles III. Immoral Management approach and ethical tests approach. A. Moral Management 4. Analyze economic, legal, and ethical aspects by B. Amoral Management using a Venn model. C. MAKING MORAL MANAGEMENT ACTIONABLE 5. Identify and explain three models of management IV. DEVELOPING MORAL JUDGMENT ethics. Give examples of each V. Levels of Moral Development 6. Describe and discuss Kohlberg's three levels of A. Different Sources of a Person's Values Β. moral development. VI. ELEMENTS OF MORAL JUDGMENT 7. Identify and discuss the elements of moral Moral Imagination judgment. A. Β. Moral Identification and Ordering C. Moral Evaluation PERSONAL AND ORGANIZATIONAL ETHICS PERSONAL AND ORGANIZATIONAL ETHICS ETHICS ISSUES ARISE AT DIFFERENT LEVELS I. Personal Level Understand the different levels at which business 1. A. B. Organizational Level ethics may be addressed. C. Industry or Profession Level 2. Differentiate between consequence-based and Societal and Global Levels duty-based principles of ethics. D Enumerate and discuss principles of personal PERSONAL AND MANAGERIAL ETHICS 3. II. ethical decision making and ethical tests for A. Principles Approach to Ethics Β. Ethical Tests Approach screening ethical decisions. III. MANAGING ORGANIZATIONAL ETHICS 4. Identify the factors affecting an organization's Factors Affecting the Organization's Moral Climate ethical culture and provide examples of these A. Improving the Organization's Ethical Culture factors at work. Β. IV. BEST PRACTICES FOR IMPROVING AN 5. Describe and explain actions, strategies, or "best ORGANIZATION'S ETHICAL CULTURE practices" that management may take to improve an organization's ethical climate. Top Management Leadership (Moral 1. 2. Effective Communication 6. Identify and describe concepts from "behavioral Ethics Programs and Ethics Officers ethics" that affect ethical decision making and 3. MORAL DECISIONS, MORAL MANAGERS, AND V. behavior in organizations. MORAL ORGANIZATIONS CORPORATE SOCIAL RESPONSIBILITY CORPORATE SOCIAL RESPONSIBILITY CORPORATE SOCIAL RESPONSIBILITY (CSR) AS A I. 1. Explain how corporate social responsibility (CSR) evolved and encompasses economic, CONCEPT Historical Perspective on CSR legal, ethical, and philanthropic components. A. Modification of the Economic Model 2. Provide business examples of CSR and corporate Β. **Evolving Meanings of CSR** C. citizenship. TRADITIONAL ARGUMENTS AGAINST AND FOR CSR 3. II. Differentiate between and among corporate Arguments Against CSR citizenship, social responsibility, social A. Arguments for CSR responsiveness, social performance, and Β. III. CORPORATE CITIZENSHIP sustainability. A. Broad Views B. Narrow Views C. Drivers of Corporate Citizenship D. Benefits of Corporate Citizenship to Business Itself IV. SUSTAINABILITY - PROFITS, PEOPLE, PLANET

	GLOBAL ETHICAL ISSUES	GLOBAL ETHICAL ISSUES
I. II.	<ul> <li>ETHICAL ISSUES IN THE GLOBAL BUSINESS</li> <li>ENVIRONMENT</li> <li>A. Questionable Marketing and Plant Safety Practices</li> <li>B. Sweatshops, Labor Abuses and Human Rights</li> <li>C. Corruption, Bribery, and Questionable Payments</li> <li>IMPROVING GLOBAL BUSINESS ETHICS</li> <li>A. Balancing and Reconciling the Ethics Traditions of Home and Host Countries</li> <li>B. Strategies for Improving Global Business Ethics</li> <li>C. Corporate Action Against Corruption</li> </ul>	<ol> <li>Explain the ethical challenges of multinational corporations (MNCs) operating in the global environment.</li> <li>Summarize the key implications of the followin ethical issues: infant formula controversy, Bhopal tragedy, sweatshops and human rights abuses, and the Alien Tort Claims Act.</li> <li>Define corruption and differentiate between bribes and grease payments, and outline the major features of the Foreign Corrupt Practices Act.</li> </ol>
	EMPLOYEE and WORKPLACE ISSUES	EMPLOYEE and WORKPLACE ISSUES
I. II. III. IV. V.	<ul> <li>THE NEW SOCIAL CONTRACT</li> <li>THE EMPLOYEE RIGHTS MOVEMENT</li> <li>THE RIGHT NOT TO BE FIRED WITHOUT CAUSE</li> <li>A. Employment-at-Will Doctrine</li> <li>B. Moral and Managerial Challenges to Employment-at- Will</li> <li>C. Dismissing an Employee with Care</li> <li>THE RIGHT TO DUE PROCESS AND FAIR</li> <li>TREATMENT</li> <li>A. Due Process</li> <li>B. Alternative Dispute Resolution</li> <li>FREEDOM OF SPEECH IN THE WORKPLACE</li> <li>A. Whistle-Blowing</li> <li>B. Consequences of Whistle-Blowing</li> <li>C. Coursement's Protection of Whistle Playment</li> </ul>	<ol> <li>Identify the major changes that are occurring in the workforce today.</li> <li>Outline the characteristics of the new social contract between employers and employees.</li> <li>Explain the employee rights movement and its underlying principles.</li> <li>Describe and discuss the employment-at-will doctrine and its role in employee rights.</li> <li>Discuss the right to due process and fair treatment.</li> <li>Describe the actions companies are taking to make the workplace friendlier.</li> <li>Elaborate on the freedom-of-speech issue and whistle-blowing</li> </ol>
	<ul><li>C. Government's Protection of Whistle-Blowers</li><li>D. Management Responsiveness to Potential Whistle- Blowing Situations</li></ul>	whistle-blowing.

# Table 2: Course Content: Suggested Optional Knowledge & Skills

Optional Knowledge & Skills content may be imparted according to resource and time availability, and the instructor's determination of current state of art in the subject. The list provided here is partial, and instructor may choose other topics/ themes as appropriate.

	KNOWLEDGE	SKILLS
	<b>STAKEHOLDERS</b>	<u>STAKEHOLDERS</u>
I. II.	<ul> <li>ORIGINS OF THE STAKEHOLDER CONCEPT</li> <li>A. What is the <i>Stake</i> in Stakeholder?</li> <li>B. What is a Stakeholder?</li> <li>WHO ARE BUSINESS'S STAKEHOLDERS?</li> <li>A. Three Views of the Firm: Production, Managerial, and</li> </ul>	<ol> <li>Define stake and stakeholder, and describe the origins of these concepts.</li> <li>Differentiate among the production, managerial, and stakeholder views of the firm.</li> <li>Differentiate among the three values of the</li> </ol>
III.	Stakeholder B. Primary and Secondary Stakeholders C. A Typology of Stakeholder Attributes: Legitimacy, Power, Urgency STAKEHOLDER APPROACHES: STRATEGIC,	<ul> <li>stakeholder model.</li> <li>4. Expound upon the concept of stakeholder management.</li> <li>5. Identify and describe the five major questions that capture the essence of stakeholder</li> </ul>
IV.	<ul> <li>MULTIFIDUCIARY, AND SYNTHESIS APPROACHES</li> <li>A. Strategic Approach</li> <li>B. Multifiduciary Approach</li> <li>C. Stakeholder Synthesis Approach</li> <li>THREE VALUES OF THE STAKEHOLDER MODEL</li> </ul>	<ul> <li>management.</li> <li>6. Identify the three levels of stakeholder management capability (SMC).</li> <li>7. Describe the key principles of stakeholder management.</li> </ul>
V.	<ul> <li>A. Descriptive Value</li> <li>B. Instrumental Value</li> <li>C. Normative Value</li> <li>KEY QUESTIONS IN STAKEHOLDER MANAGEMENT</li> <li>A. Who Are the Organization's Stakeholders?</li> </ul>	

	TECHNOLOGY AND THE TECHNOLOGICAL ENVIRONMENT	TECHNOLOGY AND THE TECHNOLOGICAL ENVIRONMENT
I. П. Ш.	<ul> <li>CHARACTERISTICS OF TECHNOLOGY</li> <li>A. Benefits of Technology</li> <li>B. Side Effects of Technology</li> <li>C. Challenges of Technology</li> <li>TECHNOLOGY AND ETHICS</li> <li>A. Two Key Issues</li> <li>B. Society's Intoxication with Technology</li> <li>INFORMATION TECHNOLOGY</li> <li>A. E-Commerce as a Pervasive Technology</li> <li>B. Ongoing Issues in E-Commerce Ethics</li> <li>C. Invasion of Consumer Privacy via Electronic Commerce</li> <li>D. The Workplace and Computer Technology</li> <li>E. Other Technology Issues in the Workplace</li> </ul>	<ol> <li>Discuss the role that technology plays in our business lives.</li> <li>Gain an understanding of the technological environment and the characteristics of technology that influence business ethics and stakeholders.</li> <li>Identify the benefits and side effects of technology in business.</li> <li>Gain an appreciation of society's intoxication with technology and the consequences of this intoxication.</li> <li>Learn to differentiate between information technology and biotechnology and their ethical implications for management.</li> <li>Identify the ethical issues involved in biotechnology and present the arguments on both sides of the issues.</li> </ol>
	BUSINESS, GOVERNMENT, AND REGULATION	BUSINESS, GOVERNMENT, AND REGULATION
I.	THE ROLES OF GOVERNMENT AND BUSINESS A. A Clash of Ethical Belief Systems	1. Articulate a brief history of government's role in its relationship with business.
	<ul> <li>GOVERNMENT'S NONREGULATORY INFLUENCE ON</li> <li>BUSINESS</li> <li>B. Industrial Policy</li> <li>C. Privatization</li> <li>GOVERNMENT'S REGULATORY INFLUENCES ON</li> <li>BUSINESS</li> <li>DEREGULATION</li> <li>D. Purpose of Deregulation</li> <li>E. The Changing World of Deregulation</li> </ul>	<ol> <li>Appreciate the complex interactions among business, government, and the public.</li> <li>Identify and describe government's nonregulatory influences, especially the concepts of industrial policy and privatization.</li> <li>Explain government regulation and identify the major reasons for regulation, the types of regulation, and issues arising out of deregulation.</li> <li>Provide a perspective on privatization versus federalization, along with accompanying trends.</li> </ol>
	ISSUES, RISK, and CRISIS	ISSUES, RISK, and CRISIS
I. П.	THE RELATIONSHIPS BETWEEN ISSUE, RISK, AND CRISIS MANAGEMENT ISSUE MANAGEMENT A. Two Approaches to Issues Management B. Issue Definition and the Issues Management Process C. Issue Development Process D. Issue Management in Practice A. Risk Management and Sustainability RISK MANAGEMENT	<ol> <li>Distinguish between issue management, risk management, and crisis management.</li> <li>Identify and briefly explain the stages in the issues management process.</li> <li>Describe the major categories of risk and some of the factors that have characterized risk management in actual practice.</li> <li>Define a crisis and identify the four crisis stages.</li> <li>List and discuss the major stages or steps involved in managing business crises.</li> </ol>
	<ul> <li>CRISIS MANAGEMENT</li> <li>A. The Nature of Crises</li> <li>B. Managing Business Crises</li> <li>C. Crisis Communications</li> <li>D. Successful Crisis Management</li> </ul>	

# Learning Goals and Objectives Assessed in this Course

Demonstrate knowledge of general ethical principles			
	Excellent	Good	Poor
Identify general ethical principles	Identifies and briefly describes three or more general ethical principles to deal with a anagerial ethical dilemma	tw o general ethical principles to deal	Cannot identify and/ or cannot describe more than one general ethical principle to deal w ith a managerial ethical dilemma
Ethical Self-awareness		principles to identify one's owin core	Merely states one's ow n core belief/ values in a complex and ambiguous situation w ithout using any general ethical principle

	Demonstrate awareness of current social issue	s and the strategies to deal with the issues	
	Excellent	Good	Poor
Knowledge of Corporate Social Responsibility Movement	<ul> <li>movement from</li> <li>(a) Environment and sustainability,</li> <li>(b) Human Rights and Globalization,</li> <li>(c) Diversity in Human Resources, Philanthropy, and</li> <li>(e) Corporate Governance and Fiduciary</li> <li>Responsibility</li> </ul>	tw o core areas of contemporary social responsibility movement from	Able to identify one or more core areas of social responsibility movement but fails to satisfactorily describe the features of any one of the core areas
Appreciation for Corporate Social Responsibility	<ul> <li>contemporary social responsibility movement in the context of an organization.</li> <li>2. Explains the long term organizational implications of social responsibility in this area for the organization w ith reference to a theoretical model or underlying issues.</li> </ul>	responsibility movement in the context of an organizations. 2. Explains the long term organizational implications of social responsibility in this area for the organization w ith reference to the identified issues.	<ol> <li>DOES NOT at all analyze or identify the underlying issues of one core area of contemporary social responsibility movement in the context of an organization</li> <li>Describes the long term organizational implications of social responsibility in this area for the organization WITHOUT any reference to theoretical model or underlying issues.</li> </ol>

# **Assessment Method**

There are 6 components to assessment in this class.

Component	Weight
1. Attendance	20%
2. Participation (In class and Homework)	30%
3. Individual Ethics Paper	10%
4. Mid-Term Exam	20%
5. Final Exam	20%
Total	100%

#### Attendance (20%)

Attendance is required. Students are expected to come to class on time. <u>Entering the classroom after I finish</u> taking roll counts as being late. Excused absences will only be given for dire emergencies.

• Attendance in class is a very important part of your learning experience. Failure to attend class will reduce your grade regardless of the quality of your work.

- In the event of unavoidable absences, such as serious illness, or deaths in the family, students may be requested to provide documentary evidence of the reason for your absence via the form available on the Fifth Floor.
- If you are late for class, your attendance score WILL also be affected. A sign in sheet will be available at the front door before class starts. Once class starts, you will be marked late. No exceptions. Three late arrivals will be counted as an absence.
- You are solely responsible for the makeup of any missed classes, and for obtaining any class materials or assignments that, you may miss.

### Participation (30%)

There will be a number of discussion held in class. It is your responsibility to participate accordingly in the discussion. The discussions will be within groups and during the lectures.

Please note that there will be several in-class activities assigned throughout the quarter in order to enhance the learning experience. These activities reinforce subject principles through "hands-on" application. They also teach students how to think critically about business ethics. Each activity carries a point value, which is recorded through attendance on the day it was assigned, but the exact value depends on the total number of activities.

#### Homework and Assignments (20%)

There will be various in-class and homework assignments.

#### Midterm Exam (20%)

You will have a mid-term exam that will consist of multiple choice, T/F, and short essay questions.

#### Final Exam (20%)

You will have a mid-term exam that will consist of multiple choice, T/F, and short essay questions

# **Course Outline**

### **\*\*\***This is a tentative outline. There will be adjustments if needed.

WEEK	In-Class Lecture and Discussion Topics
	Introduction to Ethics and Corporate Social Responsibility &
1	The Business and Society Relationship (Ch. 1)
2	Business Ethics Fundamentals (Ch.7)
3	Business Ethics and Technology (Ch. 9) (Information Technology and Social Media)
4	Personal and Organizational Ethics (Ch.8)
5	Corporate Citizenship: Social Responsibility, Performance, Sustainability (Ch.2)
6	*Chuseok Holiday Week*
7	The Stakeholder Approach to Business, Society, and Ethics (Ch.3)
8	MIDTERM EXAM - October 17th, 2017
9	Issue, Risk, and Crisis Management (6)
10	Ethical Issues in Global Arena (Ch.10)
11	Ethical Issues in Global Arena (Ch.10)
12	Business, Government, and Regulation. (Ch.11)
13	Consumer Stakeholders: Product and Service Issues. (Ch. 14)
14	Business Ethics and Technology (9) (Medicine and Science)
15	FINAL EXAM - December 12th, 2017

### Plagiarism, Copying and Academic Dishonesty

**I.** Plagiarism is the unauthorized use of another's work or ideas and the representation of these as one's own.

Definition of Plagiarism: "The practice of taking someone else's work or ideas and passing them off as one's own". (OED)

This includes among others but not limited to:

- (a) copying another individual's or group's ideas and work, copying materials from the Internet and other published sources and producing such materials verbatim.
- (b) Using others' ideas and work without proper citation of the original proponent or author of the idea. Students are expected to produce original work of their own for assignments and examinations. A comprehensive definition and explanation of plagiarism will be given during the first class period, and students are expected to take serious note of this explanation.

These rules apply to Internet sources also. Students are strongly advised to access the following website and learn how to avoid plagiarism. It is the student's responsibility to learn this on his/ her own.

SolBridge considers plagiarism as a serious breach of professional ethics. Plagiarism will not be tolerated in any form at SolBridge. Penalties can be as severe as expulsion from the university. To avoid plagiarism, it always best to do your own work or cite the work of others as appropriate. Refer to your student handbook for a more detailed description of plagiarism and the associated penalties.

In this class, the rules are:

- 1. The first instance of plagiarism will result in a "zero" for the assignment in question.
- 2. The second instance of plagiarism will result in a fail grade for the entire course.

If you receive three instances of plagiarism, academic dishonesty and violation of school disciplinary rules in this and other classes will result in serious disciplinary action which could include expulsion from SolBridge.

- 3. The instructor will report each instance of plagiarism, academic dishonesty and violation of school disciplinary rules to the disciplinary officer.
- II. Copying Textbooks. copyrighted materials and academic dishonesty
  - A. Copying Textbooks and other copyrighted materials without permission of the publisher or author is tantamount to theft. Therefore, students are expected to purchase the prescribed books and other materials from the bookstore.
    - Students using copied versions of books without permission will be asked to leave the classroom.
    - In addition, such students will get "zero" participation points and any other penalties as levied by the instructor.
  - B. Academic Dishonesty includes but is not limited to: (a) plagiarism, (b) cheating during examinations, (c) obtaining/ providing information for reports, assignments and examinations by fraudulent means, (d) falsification of information or data, and (e) false representation of others' effort as one's own.

Some examples of academic dishonesty are: copying from other students during examinations; copying material from other students' reports/ assignments and submitting the same as one's own report; creating fictitious interview materials for assignments or reports. These are just a few examples and are not exhaustive.

### III. All papers submitted MUST follow APA formatting. Below are helpful resources.

- Harvard Guide to Using Sources (HGUS) <u>http://usingsources.fas.harvard.edu</u>
- Bedford/St. Martin's Research and Documentation Guide, http://bcs.bedfordstmartins.com/rewriting2e/#526483\_933235\_
- Purdue Online Writing Lab (OWL) (<u>http://owl.english.purdue.edu/owl</u>)
- Purdue OWL Grammar Guide (<u>https://owl.english.purdue.edu/owl/section/1/5/</u>)
- Harvard Library dedicated Business Rhetoric Research Guide (<u>http://guides.library.harvard.edu/buscomm</u>)

### **IV.** REPEAT -- Plagiarism

Plagiarism is using someone else's work or ideas as your own without giving them proper credit or copying someone else's work and presenting it as your own. Solbridge has a very strict plagiarism policy and will not tolerate academic cheating in any form. Penalties can be as severe as expulsion from the school. To avoid plagiarism, do your own work and cite the work of others appropriately. APA format is preferred.

- Each student is expected to demonstrate consistently ethical behavior throughout the course. Each student is expected to buy an original, non-illegally copied, new or used textbook. To do otherwise would be unethical.
- Each student is expected to read all assigned materials as scheduled. To do otherwise would be unethical.
- Each student is expected to do their own work and not copy from others. To do otherwise would be unethical.
- In-group discussions, each member is expected to contribute actively to the group discussions and assigned tasks. To do otherwise would be unethical.
- Cell phone traffic is distracting. Phones should be turned off or put on vibrate. To do otherwise would be unethical.