Case Study

A firm has stakeholders if people, corporations, or groups care about its success. In particular, people care about your business differently and have extra sway over it because of their interactions with you, and vice versa. Stakeholders may be divided into two categories: internal and external. Internal Stakeholders, also known as Primary Stakeholders, possess a direct interest or influence in a business because they are directly affected by the organization's procedures and outcomes (Zaichenko & Topalidis, 2022). Employees, owners, and investors are all examples of internal stakeholders. Workers are accountable for their work and have sway over the assignments they get. In this case study, employee Susan and Zee solutions management are the primary stakeholders.

Creating a pharmacy management information system for WeCare, a privately held pharmacy, is one of the company's ongoing projects. Maintaining and quickly gaining access to the pharmacy's goods and services is the goal of this database management system. Additionally, the system should be able to obtain and update individual client data for prescriptions by interacting with the systems of appropriate government agencies. Customers are looking for more than just the minimum viable product; they want a dependable and quick system to keep up with their growing needs. Susan works at ZeSolutions as a project manager. The upper echelons of the company respect her work ethic. She has successfully completed many projects for XYZ Ltd, one of ZeSolutions' most important customers. Susan is in charge of overseeing the implementation of WeCare's new management information system. As time ticks by, the deadline for delivering the software solution is approaching. The deadline was decided upon after discussions between ZeSolutions and the pharmacy's administration. It was largely due to Susan's input that we were able to settle on a deadline. While the development team has confirmed that all performance criteria have been satisfied, additional time is needed to establish the system's usefulness. While there have been some attempts at testing the system's functioning, Susan is aware that they are insufficient. She is aware that she will need more time to evaluate the system's capabilities fully and will thus request that ZeSolutions' management extend the deadline. Susan has earned a reputation as a trustworthy worker at ZeSolutions. She worries that her image and job security would be affected if she requests that ZeSolutions' management negotiate an extension with the client. However, she knows that the pharmacy's management could not notice a functionality gap for some time, even if she delivers the system on schedule, without sufficient functionality testing. She could suggest them as extensions to the current functionality of the system. Susan is stuck and does not know what to do.

External stakeholders, often called secondary stakeholders, have a stake in the company but have no direct effect on its actions and are not immediately affected by its performance. Customers or local communities, suppliers, as well as different government or financial agencies are examples of external stakeholders. True, consumers seldom have a say in how a business operates, but there are always exceptions (Zaichenko & Topalidis, 2022). However, the consumers as a whole demonstrate the success of the firm's choices by spending money and paying attention, which in turn allows the company to create and distribute its goods and services. As a result, the corporation must prioritize the customer's needs, which include the reliability, accessibility, and applicability of the goods and services it provides. WeCare pharmacy owners are the secondary stakeholders and will be affected if system functionality would not tested fully. The system's performance directly impacts the pharmacy and its customers.

To behave ethically is to conform one's actions to the standards of decency generally accepted in the business community. Lack of integrity, issues with organizational relationships, conflicts of interest, and deceptive advertising are the four main sources of unethical behavior in the workplace. One's answer to a moral (or ethical) issue may not necessarily be a simple "right or wrong" choice; in certain cases, many options may seem equally moral or ethical. The "right vs. right" conundrum arises when there are two or more "right" options for how to proceed, and one is the superior choice. Susan is under pressure because Management at ZeSolutions has high praise for Susan because of how responsible she is. She worries that if she requests ZeSolutions' management negotiate an extension with the client, it will reflect poorly on her, and she may be fired. However, she is aware that if she meets the deadline without doing sufficient functionality testing, it may be some time before the pharmacy's management becomes aware of any functionality loss that is also against her moral values.

All businesses and companies should have a code of ethics for this issue. Even if an employee's actions do not break the law, they may be against the company's code of ethics if they affect the business or its customers. A good code of ethics will include a statement that explains why it was created and what it hopes to accomplish for the firm. Both the repercussions of breaking the code and the channels for reporting such infringements should be covered. A Code of Ethics might show workers that their employer takes corporate social responsibility seriously (Adelstein & Clegg, 2015). The company's values and norms are communicated clearly and concisely for situations like this. Management's unwavering commitment to the code of ethics will foster a company-wide culture where its tenants are universally respected. A business culture like this provides positive peer pressure to keep up a high quality of work that aligns with the firm's ideals. In addition, having a company-wide Code of Ethics may provide clients with a sense of security (Jalil et al., 2010). They believe the corporation has integrity and will act morally in all of its dealings. Companies that establish a Code of Ethics are also seen more favorably by third-party organizations, which recognize the effort to foster a culture of accountability and transparency in the workplace.

Codes of ethics should also be upheld for other reasons, including the fact that they cover issues that workers may not think to bring up on their own. Although codes do not always prohibit criminal behavior, they do include topics that might damage a company's credibility. Having a Code of Ethics in place that lays out the norms and expectations of the organization can help workers become more aware of potential issues they may have been ignoring before and how to solve them if they need an extension (Adelstein & Clegg, 2015). Companies should have some policies regarding this issue in their code of ethics. Last but not least, having a Code of Ethics to govern the corporate culture may help determine whether or not individuals who do not measure up should be disciplined or let go. When an employee repeatedly fails to act in a way that satisfies corporate standards, a well-known code lays out clear principles for how to handle the situation (Adelstein & Clegg, 2015). Even one such worker has the potential to inflict significant damage to the firm, but having clear, objective standards for employee conduct lays the groundwork for seeing and correcting this kind of issue before it gets out of hand.

With an extension of time provision, a manufacturer or supplier may finish its job over the agreed-upon completion date without incurring liquidated damages liability to the client. If a producer or supplier runs late on its task because of problems, it has no legal recourse to seek more time to finish. So, the contract's stipulations will determine whatever benefits you may be entitled to (HKA, 2020). Most agreements include language explicitly allowing for the date(s) to be modified under certain conditions. While most contracts will include provisions for extensions of time, the specific reasons for doing so and the methods for obtaining them will differ. It is usually the responsibility of the manufacturer or supplier to seek a delay in the deadline from the client by the contract's terms. The authority to impose liquidated damages and the flexibility to reschedule the designated date are both protected by the extension of time provisions for the client (s) (HKA, 2020). Without a clause allowing for an extension of time, the program runs the danger of being "at large," meaning the manufacturer or supplier has more time than is "reasonable" to finish the project without incurring penalties.

Business is affected if quality work is not provided and can be affected if the functionality test is not completed. The company should maintain a business code of ethics or certain terms of conditions for such a situation. Like, if a project requires some more time, an extension should be provided so it would not affect the quality of work and reputation of the company. If I were in this situation, I would have asked for an extension and never compromised on the quality of my work.

References

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