**Different Approaches to Solving Ethics Issues**

**Chosen company:**

<https://www.motherjones.com/politics/2012/02/mac-mcclelland-free-online-shipping-warehouses-labor/>

**Summary:**

Amalgamated Product Giant Shipping Worldwide Inc. is a company that deals in the packaging of products for online retailers. There is a demand for them to perform extremely well as customer satisfaction is key to their clients. As a result, Amalgamated pushes its employees to work beyond the human threshold in conditions that are dehumanizing and demoralizing. Employees are yelled at and fired every day just as much as they are hired.

**Ethical Dilemma: Should the CEO of Amalgamated Product Giant Shipping Worldwide Inc. improve the working conditions at the cost of customer satisfaction?**

**Utilitarian prespective:**

In the modern day ethics, utilitarianism is a common way of solving ethical dilemmas. The utilitarian school of ethics states that the most ethical decision is the one that leads to the maximum happiness and minimum harm. In short, get the best good for the greatest number of people. As such, the actions that people take should be guided by the principle of what will cause the greatest happiness while the rules should be set on the basis of what will lead to the best behavior that will cause the greatest happiness.

Following the principle of utilitarianism, the employees at Amalgamated Product Giant Shipping Worldwide Inc. are undergoing harsh working conditions with very little pay. The employees are given high goals and when an employee hits their set goal, more goals are added on top. The working hours are 8 to 10 hours with 12-hour shifts during holidays such as Christmas. The employees and their families will be very happy if the management decides to set the wage higher and lessen the working demands.

However, the clients of Amalgamated Product Giant Shipping Worldwide Inc. will obviously have to suffer some setbacks that include longer shipping times leading to longer shipping costs. The customers might also have to wait a bit longer to receive their orders. What the numbers to the categories that will be affected?

* The employees of Amalgamated Product Giant Shipping Worldwide Inc. – 500
* The employee's families - 1500
* The clients of Amalgamated Product Giant Shipping Worldwide Inc. – 60
* The customers of the online retailers – 5,000,000
* The stakeholders of Amalgamated Product Giant Shipping Worldwide Inc. – 100

Let’s, take an accounting factor of 3 to represent the intensity of happiness and unhappiness.

* The employees of Amalgamated Product Giant Shipping Worldwide Inc. \*3– 1500
* The employees' families \*3- 4500
* The clients of Amalgamated Product Giant Shipping Worldwide Inc. \*3– 180
* The customers of the online retailers\*3 – 15,000,000
* The stakeholders of Amalgamated Product Giant Shipping Worldwide Inc. \*3– 300

The gains are basically for the employees and their families. The total is 6,000. The loss or pain is for the clients, customers, and stakeholders which total to 15,000,480. The action that will give the greatest satisfaction is not improving the working conditions. This is because by improving the working conditions of the employees will lead the majority of the people not getting happiness. At this point, it is important to note that although utilitarianism roots for maximum happiness, it does not put into account justice which is a big area of weakness.

**Libertarian prespective:**

The libertarian point of view states that people are wholly responsible for their actions unless there is a possibility that they could have done something different. As such, there is a moral responsibility that everyone is subjected to at any stage. Everyone has a freedom of choice, association, and judgment. As such, libertarianism seeks to get maximum individual freedom and minimize the external government or social control and power. People, therefore, are the best actors of their own personal good as they know their own self-interest.

The employees of Amalgamated Product Giant Shipping Worldwide Inc. are well aware of what they are getting into when they choose to take the job. There are long working hours that are very arduous almost requiring the employees to be standing throughout their 8 to 12-hour shifts or walking up and down a staircase. The employees understand that they need the job in order to be able to make their ends meet. On the other hand, the management is aware of the conditions that the employees are going through and at some point, the managers understand that they are not the best conditions but it is what that is required in order to get the job done.

Following the rule of libertarians, the managers should let the conditions remain as they are. To begin with, the individuals have the liberty and freedom to choose to work or not to work at the facility since there is no one who is coerced. Therefore, the freedom of the individual is observed. Second, there is need to ensure that there is little social and government control. The organization is as important as the individual rights. If the working conditions change, the company may be unable to fulfill its client's needs and as a result, lose business which may lead to job losses leading to more overall loses.

**Deontologist prespective:**

Deontological ethics is less based on the overall outcomes and more on the imperatives. The means are considered more than the ends. In the same light human beings deserve decency and honor.

1. **Ethical dilemma**

The ethical dilemma presented in this case is whether the CEO of Amalgamated Product Giant Shipping Worldwide Inc. should improve the working conditions of the employees at the cost of reducing customer satisfaction?

1. **Who is the agent?**

The agent is the person who makes the decision. In this case, it is the CEO of Amalgamated Product Giant Shipping Worldwide Inc. The CEO is responsible for ensuring the employees' wellbeing as well as the company's maximum output. Many companies do not take time to address employee pleas over maximizing profit.

1. **What is the agent’s role in the situation?**

The role of the agent is to make sure that the employees are working under good conditions. The conditions of the employees are demoralizing. They work long hours and required to hit very unrealistic targets and the few who are able to meet the targets only get more target added. Those who think they are giving their best get fired as the company wants to squeeze more and more out of the employees.

1. **What is the nature of the role?**

One of the purposes of the CEO is to improve the employees working conditions by initiating the appropriate policies and changes in the working environment.

1. **What is the duty associated with the role?**

The duty associated with the role is that the CEO should make sure that they fulfill their responsibilities diligently and to the best of their abilities. The CEO is also bound to make sure that the working environment is conducive to the employees**.**

1. **What is the categorical imperative?**

The categorical imperative in this situation is making sure that the CEO acknowledges the institution's inability to deliver without having to violate the employees working conditions and as such ensure that the employees have better working conditions.

1. **Is this categorical imperative universalizable?**

The categorical imperatives are universalizable since they are the best moral options and are practicable.

**8. Would I be willing to switch places with everyone in the scenario?**

I would switch places with the CEO and the employees since the dehumanization of employees is immoral and there is need to uphold the human dignity.

**9. Am I using someone MERELY as a means to an end?**

The company is using the employees as a means to an end. The end is profit making. The management is aware that it is not possible to deliver unless the employees are treated in the dehumanizing and demoralizing manner.

Catholic Social Teaching:

Throughout time, Christians have always sought to apply the example of Jesus and his teachings to every aspect of life. Out of this effort, came the Catholic social teaching. There are teachings of the Catholic church regarding ethics that are easy to grasp and implement. The teachings are based on the key belief that Jesus is truly God and man. There are seven key principles that have been developed to express the Catholic social teachings. We shall take a look at five of the social teachings in regard to Amalgamated Product Giant Shipping Worldwide Inc.

The respect for the human person is the first Catholic social teaching. The human being is a unique creature and as such has a unique value as a child of God. This unique value means that each human being is subject to kind treatment. As such the dignity and rights of every human being should be upheld. The second is that the human being is not an individual but belongs to a family. As such, upholding the human dignity is also promoting the value of the family. There is need to form stable relationships between children and also couples.

The third principle is the working for a common good which is the conditions of people or a group of people which allows them to reach their fulfillment with much ease. The greater good is, therefore, a responsibility of everyone and they should work to make it a greater reality. The fourth principle is to respect work and the worker. As such, workers are not machines that should be put to work for the sake of profit making only. The fifth principle is to pursue peace and care for the poor which means that it is evil to wage war and the poor in the society have a right to equal dignity and respect.

From the perspective of the five principles of Catholic social teaching that are discussed above, the CEO of Amalgamated Product Giant Shipping Worldwide Inc. should improve the working conditions of the employees despite the economic consequences to the company. The principles of respect the work and the worker, respect the human person, promote the family directly promote this decision. The human person's dignity should come before and profit-making priorities. As such, the working conditions at the company are the priority as compared to delivering customer satisfaction in order to reduce cost and increase profit.

The long working hours under harsh conditions mean that the individuals are unable to develop good relationships outside the workplace as they are always exhausted and overwhelmed. This does not promote family. There is need to pursue peace and care for the poor. The poor also have a cry and paying less is not caring for them under the working conditions. The new and temporary workers are paid $3 less than a permanent worker and they can last for years in the position. The conditions and work demands are also demanding. There is a lot of harsh treatment to those who fail to hit the tough targets. This combination doesn't lead to the creation of peace which is tranquility in a human being. In contrast, the conditions lead to a broken human spirit.

There is a need to work for a greater good. The greater good is making sure that people are in conditions that enable them to achieve their fulfillment in relative ease. The working conditions in the warehouse should, therefore, enable people to achieve more in life in a more rounded approach and not just to make sure the people in the company achieve more for the company. According to the Catholic social teachings, the CEO of Amalgamated Product Giant Shipping Worldwide Inc. should improve the working conditions in order to uphold the human dignity as a child of God which is far much greater than any profits.