

Teamlease Poll – W4

Nothing Ethical about Ethics

Research Design

Target Respondent & Quotas



Target Respondents - Cities	Quotas
Mumbai, Delhi, Bangalore	40%
Hyderabad, Pune, Kolkata, Chennai	60%
Target Respondents - Age	Quotas
People within 30 years age group	60%
People 40 years and above	40%
Target Respondents - Occupation	Quotas
Sales/Marketing/ Business Development	30%
HR/ Admin/ Finance/ Operations/ IT	70%

Sample size achieved

	Legend	Sample size
Ahmedabad	Ahm	47
Bangalore	Ban	51
Chennai	Che	51
Delhi	Del	51
Hyderabad	Hyd	47
Kolkata	Kol	51
Mumbai	Mum	51
Pune	Pun	52
Total	All	401

Executive Summary

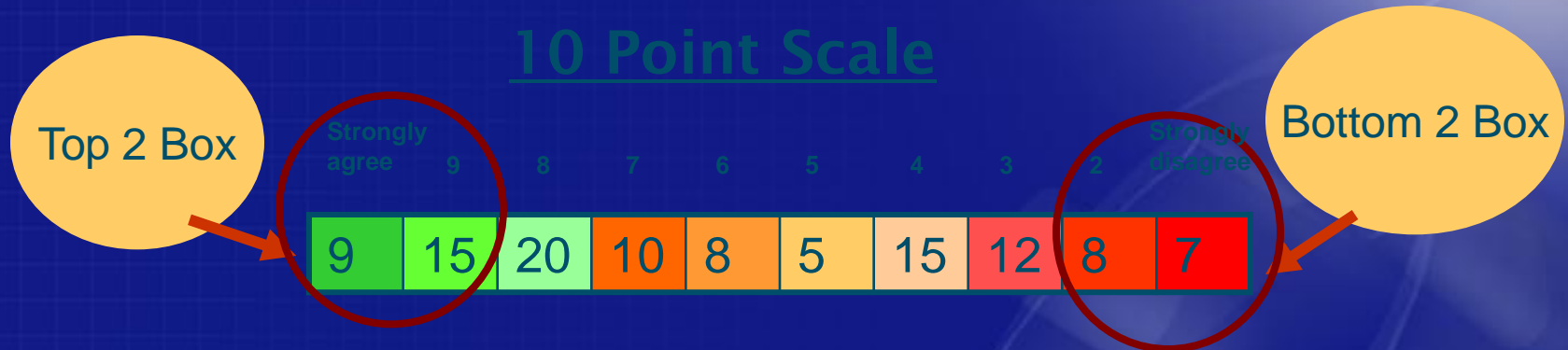
In Sum

- In today's workplace there exists no 'Golden Rule' of what is unethical behaviour
- 'What does it mean to be ethical in the workplace' is a grey area with 'self-profit'/'self-preservation' being the guiding value
- Comment: Can the workplace really be blamed when we are witnessing an ever-expanding list of scandals and corruptions in government, large corporations and social life?
- Although 95% of those surveyed believe that some action should be taken against (what they deem as) unethical behaviour.....there is no single 'best' strategy to curb unethical behaviour.
- What seemed to be a more workable strategy was to set boundaries and trust employees to follow guidelines which got a more favourable 'nod' as against 'policing'.

Findings

Interpreting Findings

- Q1. Statements regarding common office behavior was asked on a 10 point scale, where,



- Rest of the presentation is based on responses of Top Box or Top 2 Box
- Top box:- those rated 10 i.e. “Strongly Agree”
- Top 2 Box:- those rated 10 and 9 (shown in the chart above)

Q.1a. Statements regarding common 'unethical' office behavior (Level of agreement where 10= Strongly Agree it is unethical and 1= Strongly Disagree it is unethical)



TOP 2 BOX								Mum	Pun
Base :- All respondents									
Falsifying 'In time' and 'Out time' in the Attendance register	29	2	22	22	53	57	53	18	12
Making long-distance calls on Company's business lines	24	2	10	22	51	38	39	26	6
Cheating on expense reports	18	-	8	10	28	19	43	28	6
Participating in office gossip in the name of networking	15	-						20	6
Taking credit for a subordinate's ideas	14	-						24	4
Telling lies to take leave	14	-						24	6
Boss asking for personal favors at the workplace	14	-	2	4	6	23	57	20	2
Using office stationary at home	13	-						18	6
Making inflated promises to customers about company's products/ services	13	-						10	2
Favoritism by the boss towards pet employees	13	-	10	2	12	15	39	10	4
Using office internet for personal use	12	-	8	6	18	6	32	26	4
Using office facilities like printer, Xerox machine for personal use	10	-						6	4
Giving a bribe to gain business	10	-						16	4
Hiding personal information in the bio data, that might harm chances of getting a job	10	-	6	8	8	17	32	8	4
Making inflated promises to your boss	9	-						30	-
Doing personal work on company time	9	-	4	2	5	2	31	16	8
Withholding information that might discourage a job candidate from joining your organization	9	2	4	6	12	13	27	8	4
Gaining competitor's information using unethical means	6	-							6

"It is a part of our culture where boss is like God and being able to run errands for the Boss is a privledge"

"This is a sales technique which is donkey's years old. Every brand needs to make a promise to prove they have an edge"

"In cut throat business conditions – this is a useful means. Why even in inter-country trade, there is a 'give and take' (bribe) "

"We are in office 12-16 hrs out of 24hrs. And urgent personal work cannot wait for the weekend"

"Then what is the meaning of concepts like 'Market Intelligence'. Do competitors publish reports for circulation ?"

Most statements relating to unethical behaviour did not get overwhelming responses. In fact many statements posed to the respondents got justified as 'need of the day' acceptable behaviours.

Q.1a. Statements regarding common 'unethical' office behavior



MEAN SCORES	All	Ahm	Ban	Che	Del	Hyd	Kol	Mum	Pun
Base :- All respondents	401	47	51	51	51	47	51	51	52
Falsifying 'In time' and 'Out time' in the Attendance register	5.51	2.6	4.22	4.59	7.9	7.34	8.16	5.69	3.58
Making long-distance calls on Company's business lines	5.32	2.3	4.43	5.43	8.08	5.13	7.69	5.92	3.35
Cheating on expense reports	4.43	2.32	2.8	3.25	6.98	3.17	7.76	5.86	3.02
Using office internet for personal use	4.36	1.74	3.49	4.59	6.22	2.89	7.27	5.37	3.02
Making inflated promises to customers about company's products/ services	4.26	1.7	3.31	4.1	4.86	4.55	7.49	4.96	2.98
Taking credit for a subordinate's ideas	4.23	1.89	2.61	3.76	5.8	3.85	7.45	5.27	3.02
Favoritism by the boss towards pet employees	4.18	2.26	3.51	3.45	4.63	3.04	8.47	4.71	3.15
Participating in office gossip in the name of networking	4.14	2.34	2.86	3.55	4.67	3.17	8.02	5.25	3.1
Telling lies to take leave	4.11	2.53	2.84	3.59	5.18	2.21	7.78	5.67	2.87
Using office stationary at home	4.02	2.06	2.51	3.61	6.49	1.85	7.75	4.88	2.73
Boss asking for personal favors at the workplace	3.96	1.62	2.51	3.39	3.55	3.64	8.1	5.57	3.13
Making inflated promises to your boss	3.92	2.13	3.04	3.67	5.1	2.64	7.25	4.47	2.85
Withholding information that might discourage a job candidate from joining your organization	3.88	2.11	2.55	3.53	4.73	2.6	7.31	4.57	3.38
Using office facilities like printer, Xerox machine for personal use	3.85	2.11	2.24	3.2	5.39	2.53	7.69	4.57	2.85
Gaining competitor's information using unethical means	3.82	2.45	2.51	3.41	4.31	2.38	7.1	4.61	3.56
Giving a bribe to gain business	3.78	2.49	2.06	4.1	3.86	2.17	6.71	5.22	3.44
Hiding personal information in the bio data, that might harm chances of getting a job	3.71	1.6	2.39	3.55	4.31	3	7.08	4.41	3.15
Doing personal work on company time	3.68	1.98	2.45	3.45	3.9	1.74	7.53	4.75	3.35

In sum, today's high pressure workplace climate fosters what was previously known as 'unethical' behaviour. Among the cities interviews, Kolkata respondents agree to unethical behavior more than the other cities.

Q.1a. Statements regarding common unethical office behavior

INDEX	All	Ahm	Ban	Che	Del	Hyd	Kol	Mum	Pun
<i>Base :- All respondents</i>	401	47	51	51	51	47	51	51	52
Ethics Index	42	21	29	38	53	32	76	51	31

Among the cities interviews, Kolkata is most sensitive to unethical behavior, while Ahmedabad is the most lenient

Q.2 If you find any co-worker indulge in any unethical behavior, what would you do?



95% of the respondents, it seems, would not let (what they think is) unethical behaviour go unnoticed...

	All	Ahm	Ban	Che	Del	Hyd	Kol	Mum	Pun
Base :- All respondents	401	47	51	51	51	47	51	51	52
Speak to the co-worker directly	51	28	51	57	51	55	65	75	29
Speak to the co-worker's supervisor	30	53	33	25	37	26	16	22	29
Send an anonymous message to the HR Department	15	11	10	16	12	19	18	-	33
Turn a blind eye, it is no big deal and no one else would find out about it anyway.	1	-	4	-	-	-	2	-	4
Will not do anything - these things are meant to be ignored	3	9	2	2	-	-	-	4	6

Most respondents would NOT feel squeamish about directly confronting their colleague if they find their colleague indulging in (what they think is) unethical activity.

Mumbai is more upto this vs. Pune / Ahmedabad.

Ahmedabad is more likely to take the route of speaking to the co-worker's Supervisor while Kolkata is least likely to adopt this indirect way.

Pune is the city which strongly believes in 'blowing the whistle' while protecting their identity.

Q4. In your opinion what can organizations do to decrease unethical behavior?

There is no 'silver bullet' for arresting unethical behaviour. It needs to be dealt with in a fair and sensitive manner at various levels.

	All	Ahm	Ban	Che	Del	Hyd	Kol	Mum	Pun
Base:- All respondents	401	47	51	51	51	47	51	51	52
People in leadership roles should set a good example	38	26	41	29	24	66	57	47	13
Have open lines of communication where employees can report unethical behavior without fear	37	6	43	39	27	74	41	57	12
Have a clear company policy on unethical behavior	34	9	31	31	24	70	31	43	31
Have flexible work schedules so that employees can manage work and personal commitments	33	36	41	25	31	66	27	25	12
Increase random checking and monitoring	30	17	33	29	27	72	39	10	13
Have frequent 'ethics training' to make employees aware of what is acceptable behavior	27	4	31	24	16	79	24	22	21

Leaders should 'Walk the talk' got the highest nods in Hyderabad and Kolkata. Respondents in Mumbai, Bangalore and Chennai felt that having open lines of communication would help decrease unethical behavior at the workplace, while Delhi and Ahmedabad respondents feel having flexible work schedules would reduce unethical behavior.

Q5. In your opinion, which statements among these is the most effective to decrease unethical behavior?

What is the best strategy.....The most popular vote (25%) goes to setting guidelines and trusting people to follow them. 'Policing' through random checking and monitoring is the least popular method

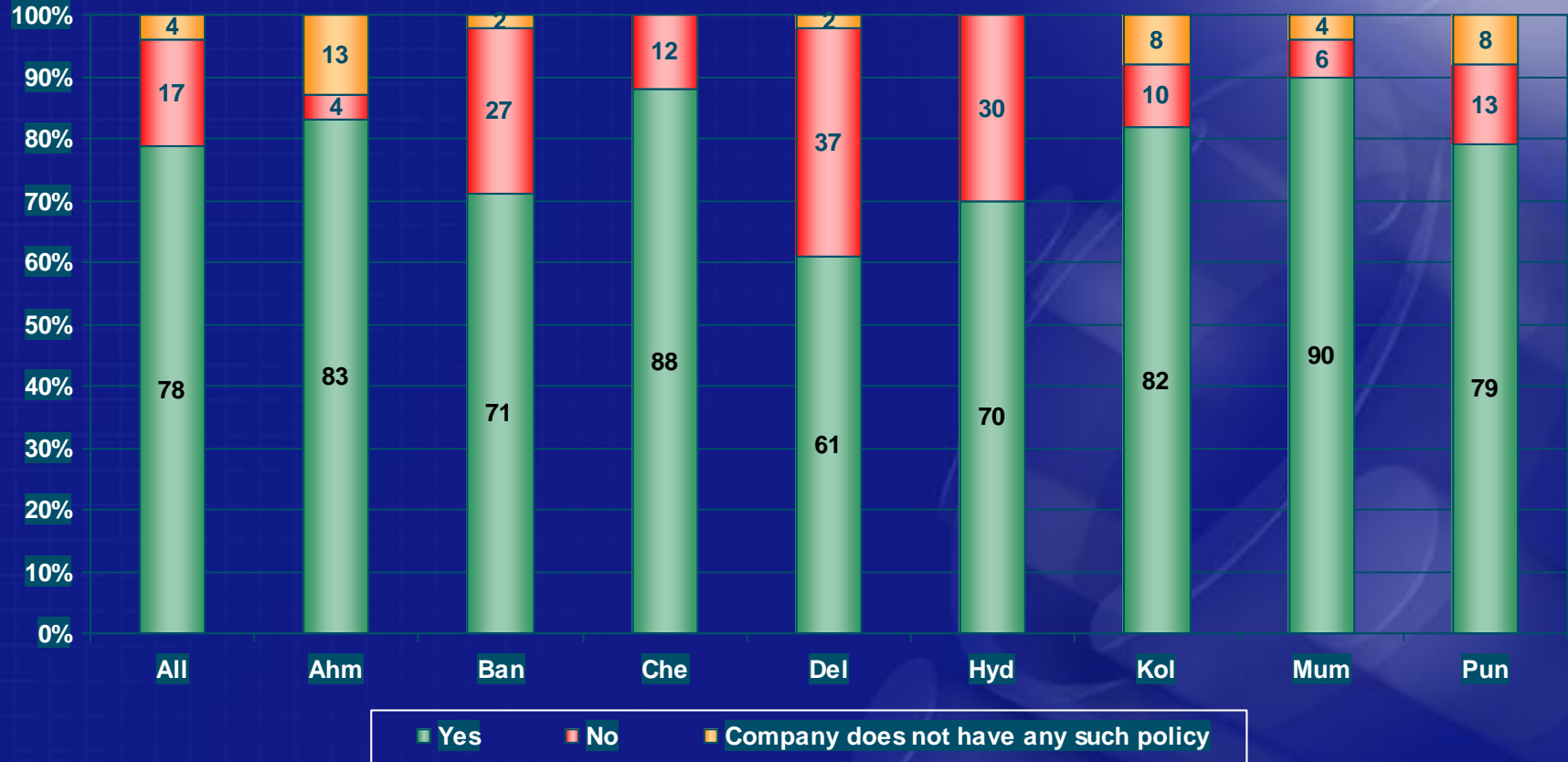
	All	Ahm	Ban	Che	Del	Hyd	Kol	Mum	Pun
Base:All Respondents	401	47	51	51	51	47	51	51	52
Have a clear company policy on unethical behavior	25	9	29	29	25	17	22	33	37
Have flexible work schedules so that employees can manage work and personal commitments	18	38	18	20	18	19	10	6	15
People in leadership roles should set a good example	15	21	4	6	16	15	16	24	17
Have open lines of communication where employees can report unethical behavior without fear	15	4	18	14	8	11	29	31	4
Have frequent 'ethics training' to make employees aware of what is acceptable behavior	14	15	20	20	16	17	8	2	13
Increase random checking and monitoring	13	13	12	12	18	21	16	4	13

Respondents in Mumbai, Delhi, Pune, Bangalore and Chennai felt that having a clear company policy on unethical behavior would be most effective to help decrease unethical behavior at the workplace, while Kolkata and Mumbai respondents felt that having open lines of communication would be most effective to reduce unethical behavior. Ahmedabad respondents felt that flexible schedules and Hyderabad respondents felt that increasing random checking are most effective methods to reduce unethical behavior

Q6. Are you aware of company's policy towards unethical behavior?



Overall a healthy 78% are aware of their Company's policy towards unethical behaviour – apparently at the employee level.
(But does that include their company's views on corporate ethics?)

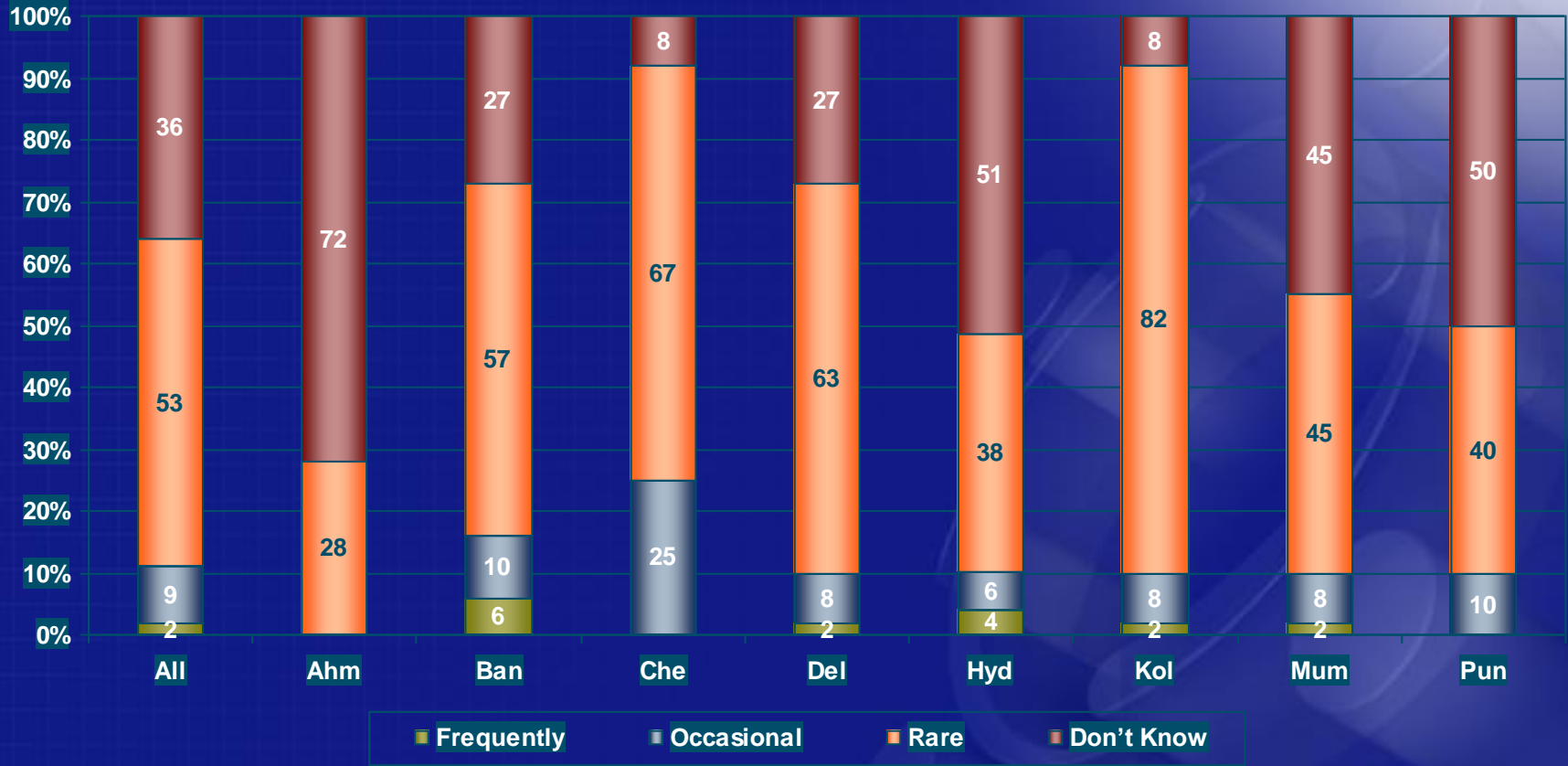


One third respondents in Bangalore, Delhi and Hyderabad are unaware....

Q7. What is the frequency of mobile or wallet thefts that are reported in your office in last 6 months?



People seem to be following the policy of 'Trust in God but lock your car' i.e. take appropriate care of personal belongings. Hence overall 50% have reported 'rare' cases of theft.



One in every four respondents in Chennai have experienced mobile/wallet thefts at the workplace, which is the highest compared to other cities.

Voice of respondents on Unethical Behavior in their work life

Unethical behavior

- Bribing for business purpose
- Sexual harassment
(Recall from Kolkata)

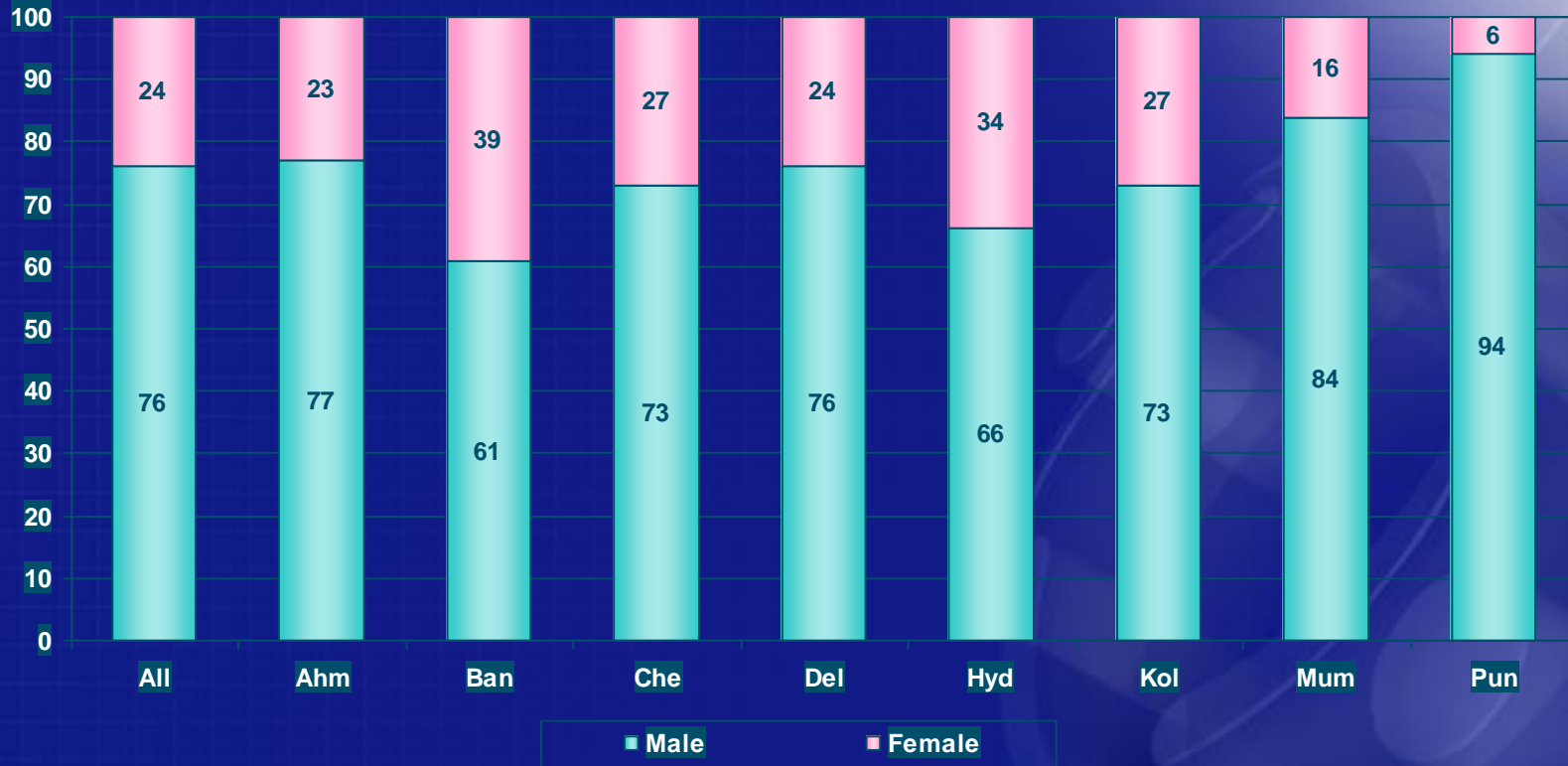
- Bribe
- False commitments to customers
- Harassment by seniors
(Recall from Mumbai, Pune & Ahmedabad)

- People having side business do not give 100% dedication at work
- Impressing boss / seniors in unethical manner
(Recall from Hyderabad)

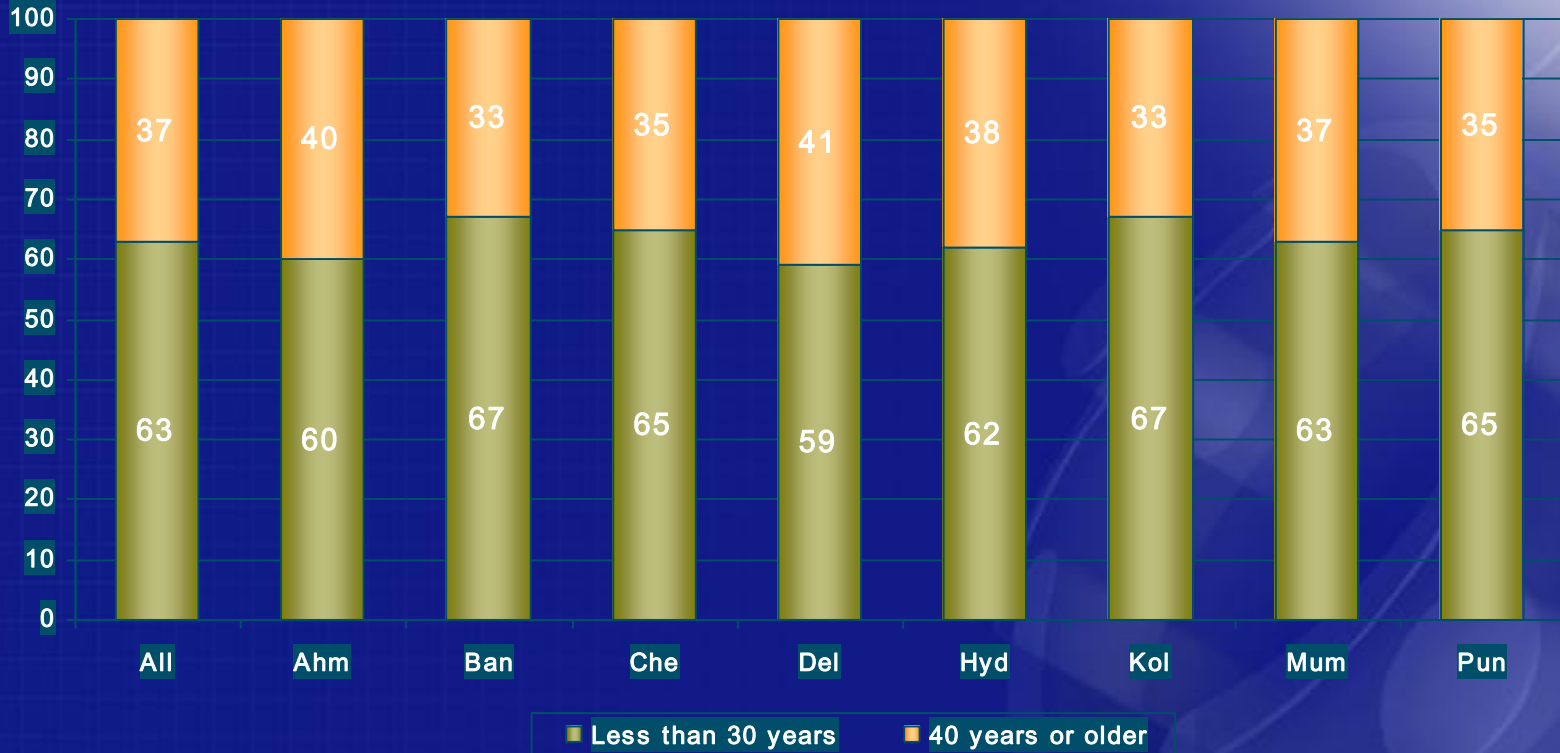
- Giving Client information / details to competitors
- Boss, having an affair with one junior and treating other team members unfairly.
-(Recall from Chennai)

Respondent Profile

Gender



Age



Function



	All	Ahm	Ban	Che	Del	Hyd	Kol	Mum	Pun
Base: All Respondent	401	47	51	51	51	47	51	51	52
Sales/ Marketing/ Business Development	30	32	29	29	29	32	31	29	31
HR/ Admin	18	17	18	18	18	21	18	18	15
Finance	18	17	18	18	18	17	20	18	19
Operations	17	17	18	18	18	13	16	18	17
Systems (IT)	17	17	18	18	18	17	16	18	17