



GHAZIABAD

(Estd. 1995)

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I.T.S SCHOOL OF MANAGEMENT

Mohan Nagar, Ghaziabad

Human Values & Professional Ethics Handbook



Human Values and Professional Ethics

Handbook

Education is the fundamental right of every Indian citizen. Quality Education lays a strong foundation for Individual growth. I.T.S School of Management, Ghaziabad is committed to impart value based, quality education coupled with holistic development of students, leading to its Moto of “Building Professionals, Building Nation”.

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I.T.S School of Management, Ghaziabad

I.T.S School of Management, Ghaziabad is a part of I.T.S - The Education Group. I.T.S - The Education Group has institutions located in Ghaziabad and Greater Noida offering education in the areas of Management, Information Technology, Pharmacy, Dental Science, Engineering, Biotechnology and Paramedical Sciences. The Group has Five campuses, eight institutions, with faculty strength of around 800 members and more than 8000 students.

I.T.S School of Management (formerly, Institute of Technology and Science), Ghaziabad, established in 1995 is a part of I.T.S -The Education Group. Over the years the institute has gained considerable recognition as a centre of excellence in the areas of management education, training and research. The institute offers AICTE approved Two Year, Full Time Post Graduate Diploma in Management (PGDM).The programme is also accredited by National Board of Accreditation (NBA) and has been granted equivalence to MBA Degree by Association of Indian Universities (AIU). The institute is committed to provide industry-oriented learning with holistic development of students through various co-curricular and extra-curricular activities. At I.T.S we strive for "Creating a Thinking Professional Order" through various activities we undertake in our Post Graduate Management `programmes. Skill based Value-added courses, regular Industry interaction, Personality Development Programmes, Career counseling sessions, Social awareness courses and Entrepreneurial culture are interwoven intricately to enrich PGDM Programme and to meet the challenges of ever changing & dynamic corporate world.

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Vision

Creating a Thinking Professional Order

Mission

To make incessant endeavour to create learning process in response to changing managerial paradigms

Objective

- Generating new learning techniques
- Improving teaching-processes
- Expanding the information technology capacity
- Strengthening the industry-interactive network
- Facilitating professional practitioners in searching their potential
- Inculcating team spirit among the learners

OBJECTIVES: HUMAN VALUES & PROFESSIONAL ETHICS

The prime objective of knowing and prescribing to Human Values are as follows:

1. To understand the moral values that ought to guide the engineering profession,
2. To create an awareness on Engineering Ethics and Human Values.
3. To inspire Moral and Social Values and Loyalty.
4. To appreciate the rights of others.
5. Resolve the moral issues in the profession,
6. To justify the moral judgment concerning the profession.
7. Intended to develop a set of beliefs, attitudes, and habits that engineers should display concerning morality.

The prime objectives of the Professional Ethics are as follows:

1. Moral awareness (proficiency in recognizing moral problems in engineering like plagiarism and patenting)
2. Convincing moral reasoning (comprehending, assessing different views)
3. Moral coherence (forming consistent viewpoints based on facts)
4. Moral imagination (searching beyond obvious the alternative responses to issues and being receptive to creative solutions)
5. Moral communication, to express and support one's views to others.

MORALLY DESIRABLE AND RESPONSIBLE CONDUCT

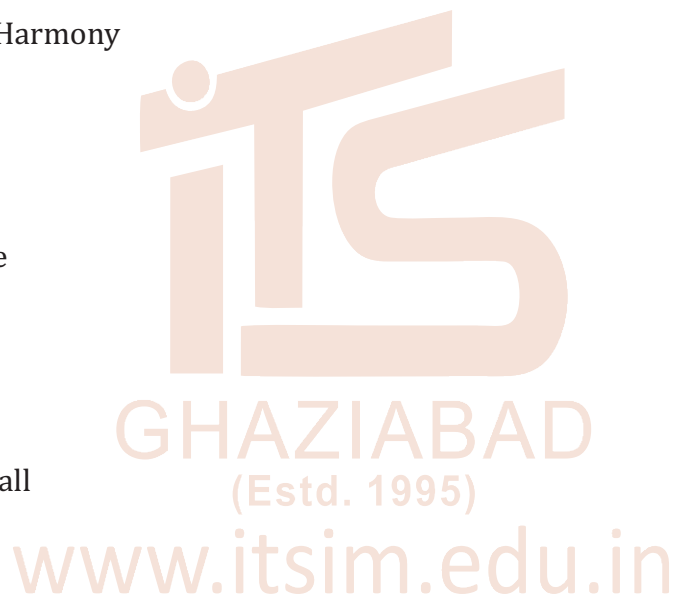
1. Moral reasonableness i.e., willing and able to be morally responsible.
2. Moral hope i.e., believes in using rational dialogue for resolving moral conflicts.
3. Respect for persons, which means showing concern for the well-being of others, besides oneself.
4. Tolerance of diversity i.e., respect for ethnic and religious differences, and acceptance of reasonable differences in moral perspectives.

HUMAN VALUES

Human value is defined as “a principle that promotes well-being or prevents harm. The various people responsible for inculcating and evolving human values are parents, religious leaders & gurus in daily life and teachers at the institute’s level. Human values can assure a happy and harmonious human society. At I.T.S Ghaziabad, we cultivate and inculcate these values in the students and staff through teaching and conducting various value based activities.

The six core human values that we focus upon are:

1. Right conduct
2. Communal Harmony
3. Peace
4. Truth
5. Love
6. Nonviolence
7. Discipline
8. Integrity
9. Honesty
10. Respect for all



PROFESSIONAL ETHICS

The conduct or qualities that characterize or mark a profession or professional; it implies quality of workmanship or service. Professional ethics guide how members of a professional organization should, or should not, affect others in the course of practicing their profession.

TEN GOLDEN RULES:

1. Always strive for excellence

This is the first rule to achieving greatness in whatever endeavour you undertake this is the quality that makes you and your work stand-out. Excellence is a quality of service which is unusually good and so surpasses ordinary standards, it should be made a habit for it to make a good impression on your bosses and colleagues.

2. Be trustworthy

In today's society trust is an issue and any employee who exhibits trustworthiness is on a fast track to professionalism. Trustworthiness is about fulfilling an assigned task and as an extension- not letting down expectations, it is been dependable, and reliable when called upon to deliver a service. In order to earn the trust of your bosses and colleagues, worth and integrity must be proven over time. (Estd. 1995)

3. Be accountable

To be accountable is to stand tall and be counted for what actions you have undertaken, this is the blameworthiness and responsibility for your actions and its consequences- good or bad.

4. Be courteous and respectful

Courteousness is being friendly, polite and well-mannered with a gracious consideration towards others. It makes social interactions in the workplace run smoothly, avoid conflicts and earn respect. Respect is a positive feeling of esteem or deference for a person or organization; it is built over time and can be lost with one stupid or considerate action. Continued courteous interactions are required to maintain or increase the original respect

5. Be honest, open and transparent

Honesty is a facet of moral character that connotes positive and virtuous attributes such as truthfulness, straightforwardness of conduct, loyalty, fairness, sincerity, openness in communication and generally operating in a way for others to see what actions are being performed. This is a virtue highly prized by employers and colleagues, for it builds trust and increases your personal value to all.

6. Be competent and improve continually

Competence is the ability of an individual to do a job properly, it is a combination of knowledge, skills and behaviour used to improve performance. Competency grows through experience and to the extent one is willing to learn and adapt. Continuous self-development is a pre-requisite in offering professional service at all times.

7. Always be ethical

Ethical behaviour is acting within certain moral codes in accordance with the generally accepted code of conduct or rules. It is always safe for an employee to “play by the rules”. This is always the best policy and in instances the rule book is inadequate, acting with a clear moral conscience is the right way to go. This may cause friction in some organizations but ethical organizations will always stand by the right moral decisions and actions of their employees.

8. Always be honourable and act with integrity

Honourable action is behaving in a way that portrays “nobility of soul, magnanimity, and a scorn of meanness” which is derived from virtuous conduct and personal integrity. This is a concept of “wholeness or completeness” of character in line with certain values, beliefs, and principles with consistency in action and outcome.

9. Be respectful of confidentiality

Confidentiality is respecting the set of rules or promise that restricts you from further and unauthorized dissemination of information. Over the course of your career, information will be passed on to you in confidence – either from the organization or from colleagues- and it is important to be true to such confidences. You gain trust and respect of those confiding in you and increase your influence within the organization.

10. Set good examples

Applying the foregoing rules helps you improve your professionalism within your organization but it is not complete until you impact knowledge on those around and below you. You must show and lead by good example. Being a professional is about living an exemplary life within and without the organization. Professionalism is highly valued by every organization today and professionals are hardly out of work. Apply the ten golden rules of ethics and enjoy a wonderful, professional and prosperous career.

WORK ETHICS

Work ethics is defined as a set of attitudes concerned with the value of work, which forms the motivational orientation. It is a set of values based on hard work and diligence. It is also a belief in the moral benefit of work and its ability to enhance character. A work ethic may include being reliable, having initiative, or pursuing new skills.

The work ethics are aimed at ensuring the economy (get job, create wealth, earn salary), productivity (wealth, profit), safety (in workplace), health and hygiene (working conditions), privacy (raise family), security (permanence against contractual, pension, and retirement benefits), cultural and social development (leisure, hobby, and happiness), welfare (social work), environment (anti-pollution activities), and offer opportunities for all, according to their abilities, but without discrimination. Work ethics are not just hard work but also a set of accompanying virtues, whose crucial role is the development and sustaining of high degree of professionalism.

Professional ethics is the set of standards adopted by professionals. Engineering ethics is the set of ethical standards that applies to the engineering profession. Some of the important characteristics of professional ethics are:

PROFESSIONAL VALUES

1. **Integrity:** Integrity is defined as the unity of thought, word and deed (honesty) and open mindedness. It includes the capacity to communicate the factual information so that others can make well informed decisions. It is one of the self-direction virtues. It enthuses people not only to execute a job well but to achieve excellence in performance. It helps them to own the responsibility and earn self-respect and recognition by doing the job. Integrity is the quality of being honest and having strong moral principles; moral uprightness. It is generally a personal choice to uphold oneself to consistently moral and ethical standards.
2. **Credibility & Responsibility:** The obligation of an individual or organization to account for its activities, accept responsibility for the demand to disclose the results in a transparent manner. It also includes the responsibility for money or other entrusted property.
3. **Loyalty:** Loyalty is faithfulness or devotion to a person, country, group, or cause. Loyalty is a trait highly valued in working professionals. Students are taught to be loyal to the institute, the society, their fellow citizens and to the nation.
4. **Commitment:** Commitment means alignment to goals and adherence to ethical principles during the activities. One should have the conviction without an iota of doubt that one will succeed. Holding sustained interest and firmness, in whatever ethical means one follows, with the fervent attitude and hope that one will achieve the goals, is commitment. It is the driving force to realize success. This is bound to add wealth to oneself, one's employer, society, and the nation at large. Target oriented efforts are put to reap efficiency.
5. **Attitude:** It is a psychological construct, a mental and emotional entity that inheres in, or characterizes a person. Attitudes is the most distinctive and indispensable concept in present day. Attitude can be formed from a person's past and present. Positive attitude people are most successful in their life. One should develop such attitude which provides synergy and satisfaction in their day to day life. Positive Mental Attitude (PMA) characterizes faith, integrity, hope, optimism, courage, initiative, generosity, tolerance, tact, kindness and good common sense.

6. **Valuing Time** Time is rare resource. Once it is spent, it is lost forever. It cannot be either stored or recovered. Hence, time is the most perishable and most valuable resource too. This resource is continuously spent, whether any decision or action is taken or not. The history of great reformers and innovators has stressed the importance of time and valuing time. Time management is the key to increase effectiveness, efficiency or productivity.

7. **Passion:** Passion is a feeling of intense enthusiasm towards or compelling desire for completion of the work. Passion defines performance enhancing aspects and work enjoyment. When an individual is passionate about their occupation they tend to work more resulting in more work satisfaction.

