

Understanding of IT Professionalism and Ethics

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Abstract

This article gives an intense understanding of IT professionalism and ethics with some analysis on the relative case study. It also discusses about managerial skills and other useful ethics related to the corporate life with do and don't's. In some point it argues on values of work ethics. In nutshell, it is a short diary of IT professionalism and ethics.

Introduction

In today's computer world, the computer or IT industry mainly focuses on the development of technology, business and corporate culture. Considerably IT projects are developed in technical background where many companies are struggling to deliver the project in specific duration hence violating the terms and conditions as mentioned in the contract which shows their irresponsibility in maintaining the time. In order to achieve the goal, each and every task is carried out by individual department in which some sort of rules and regulations have to be followed which is known as Ethics sometimes it is said to be Professionalism. In terms of IT projects, it is described as "IT Professionalism". This term describes the attitude of an individual based on aspiration and passion regardless of aptitude and appearance in which it answers to the questions like what to do? How to do it? Subsequently technical skills, innovative ideas, decision making and ability to solve problems are mainly based on aspiration and certainty of work depends on ethics. In recent years, there is a dramatic change in the development of IT industry in international competes for the national market. Ethics are involved wherever the growth of IT industry is increased because it differentiates the pros and cons where the right ethical principle into any IT projects results in better standards of an organization. Norbert Wiener describes the two edged sword as the new industrial revolution which benefits humanity. It also ruins the humanity appropriated to IT industry if it is not used properly. Barget and Robert (2008) exclaimed that change in computer technology has led to the rise in areas of banking sectors, commerce, education, transportation, defense and medical industry and so on. Therefore the principle of ethics is considered to be very important to all IT professionals. In order to keep the IT professionals in a valuable place, they should follow certain valuable behavior. The researcher discusses about the ethical significance and its theories in the following section. "Why ethics are important to IT professionals" is a common question amongst the people. In today's era, IT plays a vital role in everyone's life. IT companies, organizations, and other departments related to IT are all depend on electronic equipment or machine where they can be easily hacked by the users which is meant to be software theft etc.. In this report the researcher analyzes why ethics and IT professional is considered important by IT professionals.

Literature review

Laudon (1995) discusses that ethics is all about making decisions and human actions when alternative actions are required which helps an individual to make decisions for IT professionals. The researcher tries to justify the appropriate decision by differentiating between good and bad ethics. This classification between the ethics helps the IT professionals to answer the following questions. The questions are as follows

How to follow the laws?

How to pursue the collective behavior?

According to Martin Dianne (2007) "The leadership qualities development becomes the integral part for the learning outcomes which can be incorporated with the teamwork and professionalism". It has been clearly understood that the ethics, leadership and teamwork are incorporated with IT professionalism called as Triangle relationship. So IT professionals in order to enhance the ethics into the prospectus, they need to learn the technical content with respect to general educations. The teamwork and leadership qualities are not enough for the IT professional as they are inadequate to carry out the project ethically and effectively so the professionalism can be fulfilled only when the other ethics are added with these two qualities. Furthermore ethics help the professionals improve their career in IT field as it encourages the student and professionals. Significantly ethics education involves creativity and flexibility where it helps to boost the students to accomplish the projects and deals with plan execution and social activities to act as perfect IT professionals. (Martin 2007).

Raiborn and Paynoez(2005) described four codes of ethics which involves the Association for Computing Machinery(ACM), Information Technology Association of America(ITAA), IT Certifications for professionals(ICCP) and Data Processing Management Association(DPMA). Each of the four codes has unique values and importance. Among the four codes, each provides good practice and conduct in a particular way based on its own principles. ATIP code of ethics provides a good understanding of stakeholder's six obligations

in terms of methods and procedures providing them with honesty and respect. The ACM code of ethics consists of five basic forms that formulate the act of integrity. The skills and knowledge of an IT professional is improved by the ICCP code of ethics. The code of ethics approaches that each problem is unique and has its own ethical way to solve it. The common good approach is said to be utilitarianism by virtue ethics that helps in gathering information, making the decision and revisiting the decision by adding recognition of an ethical problem. (Thomas Schwarz 2005). Virtue, rights, common good and consequences are some of the appropriate solutions in some ethical problem.

According to Oz words, few issues involve which admits and addresses the amended laws that are focused by professionals (Oz, 1993). Oz admits if the organization or governing body knows the companies ethical code, it helps the employees or an individual to be aware of an ethical issue or code. Generally many ethical issues are involved in IT organization such as monitoring employee, is suing the pirated software, learning others files and work conceitedly, listening to the colleague conversation or tap the employee etc. Hence both employee and employee should be aware about the code of ethics. Some of the reasons for the ethical issues of an IT professionals is due to their behavior that is mostly dependent on the organization's future that helps in the IT market growth by relying on IT approach. (Crosby and shim 1996). Every department related to banking, education, business, commerce are penetrated with IT approach in many ways in our life. If any of these departments runs immorally while running the project then obviously it ruins the business and affects the organization. In order to break such circumstances, they should be aware of ethical principles and its consequences. In earlier days, the code of ethics is not provided to IT professionals that leads to the law enforcement due to the irrelevance to follow the morals that gave birth to cybercrime as it tackles cybercrime department nationally and internationally. The IT professional job satisfaction, person organization fit and social cognitive theory is the belief to the Ethical Climate fit. Apparently satisfaction of job and job commitment or task assignment mainly depends on the ethical climate fight. In other side the organization's commitment also belongs to the ethical climate fit.

Certain code of ethics to IT professionals are derived by The British Computer Society(BSC). Some of the key principles of ethics for the professional are to follow the rules and regulations, performing professionally and maturely and by promoting good practices. Apart from the above basic principles, there are many key issues to be followed in terms of an IT professional. In the field of IT industry some important practices are to be followed along with the above issues such as project management, quality management, security management and safety management. Honesty, accountability, is a good example, transparency and accountability are some set of values provided by Consumer protection department and the Professional regulation to all professionals. The governing bodies such as PPD monitors the professional's behavior as they have the rights to take action if the professionals misbehave or entitled to professional guilty. In order to maintain professionalism the professionals should abide with ethics to avoid such consequences.

Argument:

While working as an IT professional whether it is mandatory to follow ethics? "The existence of an impartial process such as liability, responsibility and accountability that governs good society by arguing the following ethical bounded issues" Kenneth (2006).

How the employees behave in an organization?

Or the organization follows unethical behavior?

In different circumstances, each researcher has various opinions regarding ethics. "The limitations of bounded ethical rationality will be accuracy calculation of best outcome uncertainty of requiring various responses from previous ones in new situations in an applicable set of rules in each situation determines specificity expected outcomes should not be affected by taking extreme positions" (Laudon 1995).

Ladd and Friedman described the relationship between society, firm and group. For ethics in IT "There are no moral persons moral rights in an organization and have no moral responsibilities" (Friedman 1965). The Ladd says "But has only one responsibility to increase the profits in business" (Ladd 1970). If either person or organization considered as a culprit due to any unethical behavior then they must be sentenced to lay in front of the judiciary. "An information system ethics are possible with a clear understanding of how IT affects human choice, action and potential" (Johnson 1994). Walter Maner says "Ethical problems are an existing because of the development of computer technology" (Walter Maner, 1995). So it is not possible to stop unethical behavior to the growth of technology stops. It can be avoided by law.

Case Study

I have an experience with a person who acted unethically. I was working in Software Company and we were doing outsourcing for many domestic clients. Due to our organization excellence performance at project, on time delivery and free one year client support we admired by many clients. As well as my project manager's intellectual ability he brought many new projects to our organization. Within a short period of time our

organization gained good reputation in the market. We got many clients for long time contract and our existing clients would intend to extend their contract with us. It's all because of my project manager. But this growth and profit had stopped gradually; we missed a number of existing clients and new projects. Our managing board became worried and literally they decided to give up organization. Board member was discussed many aspects about organization degrade. Some of the board members criticized project manager activity and his reluctant towards to getting new project and steps to sustain existing client. One of the board members raised issues of our project manager relationship with another particular company, unfortunately the project manager did not attend the meeting. So the board had decided to watch his activity closely. They monitor his call and mail everything. Finally they unmasked him. They discovered that our project manager led to this disaster. And they found he was a master key to degrade the organization. On that particular period he had refused many new projects and some extension to existing clients. Board had observed whenever he refused the project that had gone to one particular organization it amused them. After their considerable investigation they came to know that the project manager himself redirect the project to another company which owned by him. It shocked everyone when board members revealed the truth with evidence. We did not expect this from him because he was such a kind and intelligent fellow. We could not believe this. When they further inquired of him, he admitted that he owned that company and he was giving legal advice to their growth. It annoyed board members. And they decided to throw him out and precede legal action against him. Being as a project manager in one organization he violated moral, he breached professionalism and he betrayed that organization law. The board had taken legal action against him and ultimately they got to stay order from court to not run his firm. So he had to close his organization due to his mischiefs now he is spending his life behind the bars.

Apparently, this is unprofessionalism. He became a prime example in his profession. Now professionals scared to commit any unethical behavior.

Being an IT professional, I personally feel bad and ashamed for his misconduct. I swear myself that I would not be like that in my professional career in any circumstance.

Conclusion

To sum up, every individual should follow the code of ethics or moral principle in order to become a professional. In fact to achieve leadership qualities, professionals should increase their productivity and employability. Significantly IT professional must depend on ethics. In recent years, every college and universities all over the world started to teach ethics as a subject to the students as it makes them to enhance the employability and act as a professional. Students today will be professionals tomorrow. Hence they should be aware of the ethical principles and its problem if they don't follow them. The employee should be given proper training about the code of ethics while gaining work in an organization or firms and governing bodies and companies. They should not only give training regarding rules and regulations of the company but also the general ethics to be followed that makes the employee to be a better professional. When an individual follows the ethical principles or knowledge in his business, he could be a moral leader and can maintain a better environment in the working place. Precisely every individual should abide with the ethical practices of the company and if they do so there will be no misbehavior, no hackers, no cybercrime and this leads to perfect professionalism providing peaceful business in a better environment.

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