**Module 9 Assignment**

**Item no. 4**

Example 1. Unethical behaviour

Early this year, I refused to pay a CCTV technician the remainder of this fees because:

1. He was charging me R200.00 per power supply and when I went to check a price at the shop, I was told CCTV power supplies cost R60.00.
2. He was charging me R450.00 to replace one camera which he said was broken and could not be repaired but when I took it to the shop, they tested it and it was found to be in working order.

I had already paid him half of his fees and he was to return, finalize the job and get the remainder of his fees.

When I initially called him to come and repair my CCTV system, all my 8 cameras were not working. At the end of his first day of repairs, he had fixed 6 cameras and he was to finalize the 2 on his return.

When I discovered that I was being overcharged, I called him and told that I was cancelling our deal because of him overcharging me and claiming 1 camera was not working when it was in fact working. Although he protested, I told him that I had proof that he was taking me for a ride.

A few days later, I did an introspection on the situation and acknowledged that having 6 cameras fixed with only 2 outstanding did not warrant a refusal to settle the remaining bill. I felt that it was unfair of me to do that.

I also acknowledged that as a CCTV specialist, it was his right to determine his price and I had not right to question and compare it to other providers especially after having 3 quarters of work done. I felt that all I could have asked for probably would be a reasonable discount rather than withholding his remaining fees.

I called him and told him that I have come to realise that withholding his fees was unfair since at least 6 cameras were working and I wanted to withdraw my refusal to pay and asked him to return and finalize the job. I promised to pay his remaining fees without any questions.

He was very happy with that, and I also felt better about the whole situation.

He returned, finalized the job to my satisfaction and I paid him as per promise and we were both happy.

**Identified Elements of Reasoning and Standards**

My ***inferences*** in the way of withholding his fees as well as the ***purpose*** of such an act failed to mee the intellectual standards of ***sufficiency*** as well as ***fairness.***

My reasons were not sufficient enough for him to be denied his remaining fees and that rendered the purpose underpinned by my action unfair.

I believe that my act of denying him the remainder of his bill was an unethical deed on my part because such a denial was an infringement on his rights to payment that was agreed upon.

Example 2. Unethical behaviour

I once went to a hardware shop to purchase a lawn mower. After paying for it I requested them to wheel the lawn mower on a trolly to my van at the parking so that they can return with their in-store steel trolley because I was parked at quite a distance from the shop.

When they did not take much of a notice of my request I because upset about such a lack of customer care. I decided to wheel the trolley myself towards my van. Since I was pissed off, I offloaded the box into the back of my van and then loaded the trolley as well and drove home with both my purchase as well as their steel trolley.

**Identified Elements of Reasoning and Standards**

I now believe that my elements of reasoning ie. Point of view, assumption and implications failed to adequately meet the intellectual standards of logic, dept and fairness. ***My point of view*** of feeling wronged by not getting a shop assistant to wheel my purchase was ***unfair*** because I did not consider their situation. (I could not prove “intent” on their part)

My ***assumptions*** on the matter failed the test of ***depth*** because my feelings of being aggrieved cannot logically justify the act of theft that I performed.

The ***implications*** of my actions did not pass the test of ***depth*** in that I did not consider that I could have been arrested and jailed for theft of a shop trolley.

I now believe that my action was unethical in that I did not consider the financial loss which the shop was to suffer through my stealing of their trolley. Its was a wrong act, based on emotions and selfishness.