

## Scenario Analysis: Wages of Sin

There is a decentralized and bureaucratic way in an ethical dilemma, and the key focus is controlling feedback. Dykstra who is the new Westwind electronics manager, want to balance trust and control. In this case, I would choose the first option and continue with the zero-tolerance policy of Westwind toward shoplifting. It is the appropriate approach since, in the end, it will profit the firm following the chain reputation for its stance on crime will minimize overall losses that may come up as a result of theft. Since theft is a misadventure and counterproductive it needs to be controlled using a bureaucratic way; with regulation, rules, and policy with predetermined particular action to the level and type of theft with the aim of teaching the thief to avoid stealing and learn that theft is unwanted. Also, this option is appropriate considering the cost benefit ratio.

Adopting Dykstra's suggested changes and showing leniencies to the first time thieves or offenders is not an appropriate option. Showing leniency to these offenders will increase misconduct theft. It will become a culture in the firm of stealing even if it is once as employees will argue that nothing will happen to them in the first theft. Hence, this approach cannot help to control the situation. Also, it is wrong to adopt Dykstra's suggested changes with a higher limit of \$50 or \$100. It is a high range, and the policy was not yet publicized. However, even if the policy had been publicized, allowing this high amount to be charged will be destructive for the firm and against the law.

Today, shoplifting is considered as among the main cause of loss of inventories for retailers. Therefore, minimizing shoplifting will be an important factor for Westwind in regards to retail safety customer service, and store design. Continuing with the zero-tolerance will help to

increase profits. The most direct shoplifting financial effect is reducing the firm's profits and revenue. Every item the firm will lose to a shoplifter will cost money for Westwind to buy and the firm will gain no revenue from the item. Even though the firm will not reduce prosecution cost, but it will be successful in ensuring that no one even thinks of shoplifting as there is no leniency for the first timers. Also, implementing tighter security measures will be important in maintaining the firm's reputation and ethical stance of ensuring to discourage all unacceptable socially and morally behaviors.

[www.primeassignments.com](http://www.primeassignments.com)