

Chapter 22

Impact of Organizational Ethics on Employee Perception, Job Satisfaction, and Performance in the Healthcare Industry

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ABSTRACT

One of the most essential aspects of society is that the healthcare industry is considered a discipline where ethical standards are crucial. Additionally, this study analyzes the influence of organizational ethics on employee perception and its subsequent effects on job satisfaction and performance in healthcare settings. Using a mixed-method approach, data were collected through surveys, interviews, and performance evaluations of 300 healthcare providers across several hospitals and clinics. The results suggest that solid organizational ethics significantly increase employees' perceptions of their organization, leading to heightened job satisfaction and better performance. Two significant contributors to these outcomes are ethical leadership and transparent communication. This research complements existing insights on the importance of organizational ethics in creating a thriving work environment and increasing overall performance.

INTRODUCTION

Since we talk about human life and the health of society, healthcare always seems like a round-table dialogue (Agarwal, 2023). This is why bodies that supply healthcare are very strongly controlled regarding their standards, an approach which has a low tolerance for unethical treatment. Organizations have a policy on lots of behaviour, but org ethics is that in-space in which the unwritten takes over (Fundira and Nithyanantham, 2024). Sustainability organizational ethics have been subject to a vast amount

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of attention in both the academic literature and management practices; as such, managers have never seemed so interested in letting employees act upon their beliefs (Lavanya et al., 2023). Evidence indeed suggests that the ethical behaviour of an organization can positively impact employees' job satisfaction, commitment and performance in a high-stress profession like health care precisely because moral/ethical issues are likely to be frequently encountered (Rami, 2024). Of course, all this known as organizational ethics takes, among other things, such factors into ethical leadership, the code-of-conducts and policies implementation, education in an ethics field, a reporting structure for unacceptable behaviour... etc. (Akdağ and Ashifa, 2024).

Ethical leadership makes a huge difference as the leaders can be models of behaving ethically, and when managers act, such behaviour can give employees more involvement (Ririhena et al., 2024). They are everyone who works in a system that builds and uses ethics from their reflections on the ethics they witness. All this depends on your organization's policies, how its leaders treat their employees with downs and don'ts about colleagues and the boss you work under, and more or less market image. Remember, few organizations are not so easy to digest after a choking morsel fed trying to fight it off biting what who? (Sabarirajan et al., 2023). That is to say. Positive organizational ethics also increase the level of trust and esteem among workers, which are considered a very effective construct for encouraging cooperative behaviour (Rafiq & Subbulakshmi, 2024). Assessment of job satisfaction: job satisfaction is an important outcome of organizational ethics (Srinivas et al., 2023). Someone who foists the ethos of benevolence upon their organization inspires faith, which generally compels most people to remain in almost all. Still, one's firm - feeling ever so slightly less useless (Kuppan et al., 2024).

When they do not, that tends to leave them more motivated, committed and involved, which ultimately helps make these folks a much better artist. Conversely, lower ethical standards or no ethical code can result in poor morale, low staff retention, and high turnover. Employees can be characterized in terms of performance in two ways: Task and Contextual - both are effectively linked to the principle behind an organization's success. Task performance refers to the employee executing all activities spelt out in their job description as part of their duties. This is directly tied to real outputs and efficiencies that improve the organization and add business value with what matters most strategically. A Different Set of Extra-Role Behaviors: From the literature, work citizenship behaviours are argued to be context-related behaviours such as working teamwork and conforming to organizational norms/values in the workplace. In particular, the core environment in which accountability is primarily institutionally accountable for integrity should emphasize task & contextual performance and reciprocity. Masonry documents all necessary ethical standards for human behaviour at every stage: the employee does not have both oaths to conclude that he acts purely irresponsibly, and others as well behave exactly responsibly towards their qualifications. For instance, employees will be urged to give their best at work if they believe they are paid right and justly rewarded for the hard work done since actuality pays off in an honest and open organization.

A culture that includes integrity and respect makes employees more likely to assist when needed, share important information with others, and come together to solve issues. A strong ethical foundation could also result in fewer unethical behaviours such as cheating, office politics, or taking shortcuts, affecting one's task and contextual performance. When you demonstrate these values to your employees, they feel like their job is important, and they mimic those actions back to how work gets done, which always leads to meeting deadlines on time. Employees who trust their leaders and feel secure in their jobs tend to engage more willingly in discretionary behaviours for the organization's good, such as helping new employees learn about aspects of a job or jumping at an opportunity to participate in another project (Estolonio et al., 2023).

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