

The Executive summary of the Minor Research Project published in the website :

An executive summary of the final report of work done on the minor research project of Zeena Flavia D'souza entitled **“Spiritual and Ethical Dilemmas in business : A case study of Medium and Small Scale industries in Mangalore, Karnataka”** sanctioned by UGC, vide sanction letter No. MRP (H) - 0165/12-13/KAMA002/UGC-SWRO Dtd:23.09.2013.

Spiritual and Ethical Dilemmas in business are inevitable part of the normal course of business dealings. The study was conducted to know the degree of dilemmas faced by the businessmen and in what way each one would deal with a given situation. The managers chosen as respondents in this study belonged to a category of business owners, very small part of the respondents were running the business in the capacity of employees. Few business entities had their employees managing their business as they were engaged in other business activities or they were found managing some other business. Spiritual and Ethical issues in business are increasingly gaining much needed importance. The essence of modern business world is to survive the competition and also to project a clean image free from malice to the stakeholders in order to be in business in years to come. In recent times, it has been observed that there is a perceptible shift in the way business operates in the world – from a mechanical and formal view to a more personal and holistic one. One will significantly notice that most of the business decisions are more often people centered. The subject has gained lot of importance in the business world, when the corporate are facing the crisis of scams that are hindering the normal process of business. This tendency of being unethical has in a way deterred the spirit of business fraternity who are inclined towards doing the business in highly ethical manner. As Mangalore has a cluster of business community which exists since centuries and has been a hub of education and business institution, it is very interesting to know in what way the business managers deal with dilemmas which are part of

their normal course of action. This study was conducted to know their views on spirituality in business and the way they deal with the dilemmas. To get an in depth understanding of the concept of spirituality lot of literature was reviewed since a year. During the search for literature it was evident that most of the contribution to the subject was from the western authors. Though our country has been very rich in family business and it has the Joint Hindu Family business, which is one of its kinds in the whole of the world, there were no many cases on record to make a study and to derive any inferences.

The respondents of this study have strongly recommended that there should be a formal course on business ethics which can perhaps instill a sense of ethical responsibility in the young minds which may develop as a normal behavior and can be of lot of help in forming a business society which may have strong ethical values. The study also revealed that most of the respondents opine that the ethical standards of people in business are much higher than those in the government agencies. This aspect is made evident when they responded that their business managers do not resort to unethical means to get the deal finalized even if it would benefit them in the long run. The analysis of their ethical conduct based on their personal spirituality depicts that the business managers are positive in their outlook when it comes to their contribution to the welfare of the society. It is found that majority of the respondents have contributed out of their own will towards the welfare of the society by way of doing charity to old age homes, sponsoring programs conducted by the student community, being major sponsors to various organisations who are involved in women and child welfare issues.