Employee Background Verification Systems: Implementation Challenges

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Human condition may require trust for successful survival, but organizations vying for success in the market may be built following different principles. Organizations can claim that customers need not trust what they say, rather look at the systems and procedures that ensure nothing will go wrong. There is no need to give consideration to any deviation from the set standards. You either meet the standards or you don't. An organization that thinks it will rely on its systems, procedures, and in-built transparency cannot afford shades of grey. But, in this system people are less likely to go the extra mile, as there are no provisions for consideration, everything is mechanical, very much like a well-oiled, smoothly running machinery, this system is not expected to achieve more than what a machinery does.

The founders usually take a long-term view of things. They built an ethical image because they wanted to attract business of certain nature. As far as walking away from the initial bad deal goes, the principle applies as how many organizations would give business because of shady deals. A road that leads to $4bn business with 80000 employees cannot be walked with the help of such short-cuts.

Contradiction presented in the case and my argument can be illustrated through the dialogue between Rajan and Samir. Rajan says to Samir, "I hope you are not planning to terminate him on this trivial issue." On one hand, Rajan is not willing to go the extra mile for upholding his organization's values but on the other hand he is risking his job to earn more profit for his organization. We can say that while maintaining ethical image is being considered important, getting business is not taking a back seat.

A system that bases its success on ethical image cannot afford to take a decision that is detrimental to it. But, how many of us can claim that we have lived our life in black and white. A class of young post-graduate students is the place where this decision should be considered. This will reflect on the future of not only this organization but our society. The information provided about the organization, its systems, leaves no choice but to terminate the employees. No matter how much we want to discuss individual cases and their merit, we can't.

What are these shades of grey?

Long time back reading a Perry Mason novel I came across a reflection shared by him, that we are following the spirit of the law and not the letter of the law. One may question who will interpret whether the spirit of the law was followed or not. And, no one can claim that they have knowledge about the intentions of the person involved; only claim can be made towards the judgment of the person involved. An organization that goes by the rules suggests that they believe in doing right by the people. But shades of grey appear in the present case or anywhere else when we do not give importance to the circumstantial details. The true black and white, doing right by the people, appear in the picture only when due consideration is given to the circumstance.

Samir needs to decide about the individual cases based on the merit of each and give the circumstances behind the situation due consideration. Looking at the case details from this perspective it seems appropriate to allow Ms. Puri to continue as only her judgment in confronting a very difficult situation is being questioned. Mr. Vardarajan's actions were deliberate and are reflective of not only bad judgment but also bad intent; he should be terminated with immediate effect.

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