

Ethics: an analysis on The Commonwealth Bank of Australia = Etika: analisis terhadap The Commonwealth Bank of Australia

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Abstrak

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Sebagai salah satu bank big four di Australia, The Commonwealth Bank of Australia tidak luput dari berbagai macam skandal dalam lima tahun terakhir. Selama bertahun-tahun, CBA beberapa kali terungkap telah melanggar Kode Etiknya sendiri termasuk penipuan keuangan dan pelanggaran privasi informasi pelanggan. Sebagai bank yang sangat mengandalkan teknologi informasi, tata kelola internal CBA terkait sistem informasi belum sepenuhnya efektif terbukti dengan pembobolan yang dilakukan oleh personelnnya sendiri beberapa tahun terakhir ini. Terlepas dari semua hal di atas, pandangan CBA tentang Corporate Social Responsibility dapat dilihat melalui Code of Conduct CBA yang secara khusus membahas pedoman tentang pengambilan keputusan yang akan memengaruhi consumer dan masyarakat

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ABSTRACT

Being one of Australia`s big four banks, The Commonwealth Bank of Australia (CBA) is still not free from scandals in the past five years. Throughout the years, CBA was exposed several times for having breached its own Code of Conduct including financial fraud and breach of customer information privacy. As a bank that relies heavily on information technology, CBA`s internal governance concerning information system is not entirely effective proven by breaches done by its own personnel in the recent years. Despite all of the above, CBA`s views on Corporate Social Responsibilities can be seen through its Code of Conduct which specifically addresses guidelines about decision makings that would affect the community.