



SCHOOL OF BUSINESS STUDIES
DEPARTMENT OF HUMAN RESOURCE AND
GENERAL STUDIES
BACHELOR OF BUSINESS ADMINISTRATION
END OF SECOND SEMESTER EXAMINATION
LEVEL 300
CSBG 346: BUSINESS ETHICS

2022/2023

(70 marks)

2hrs 30 mins

General Instructions:

- i. The paper is in **two (2) sections**; Section A and B.
- ii. Answer **all questions** in sections A and answer question 1 and any **two (2)** in section B.
- iii. Section B should be written in answer booklet whereas **section A** should be done on the question paper.

SECTION A (30 Marks)

Instruction: Answer all questions in this section

1. The moral principles, standards of behavior, or set of values that guide a person's actions in the workplace is called-
 - A) Office place ethics
 - B) factory place ethics
 - C) behavioral ethics
 - D) work place ethics
2. Values and ethics shape the-
 - A) Corporate unity
 - B) Corporate discipline
 - C) Corporate culture
 - D) Corporate differences
3. Which is not one of the natures of ethics?
 - A) Focus on human values
 - B) Social work
 - C) Branch of philosophy
 - D) Applies moral principles
4. Actions or policies should be evaluated on the basis of producing greater good in the society" is the fundamental of which moral theory?
 - A) Utilitarian theory
 - B) Theory of justice
 - C) Ethics of care
 - D) Theory of rights
5. Set of ideas that constitute one's goals, expectations and actions is known as:
 - A) Values
 - B) Beliefs
 - C) Ideology
 - D) Morals
6. Theory of moral development was developed by:
 - A) Piaget
 - B) Betham Jeremy and Lawrence Kohlberg
 - C) Lawrence Kohlberg
 - D) Lawrence Kohlberg and piaget
7. Ethics is:
 - A) Morals + reasoning
 - B) Morals + Values
 - C) Values + Beliefs
 - D) Values + Philosophy
8. The moral principles, standards of behavior, or set of values that guide a person's actions in the workplace is called?
 - A) Office place ethics
 - B) Factory place ethics
 - C) Behavioral ethics
 - D) Work place ethics
9. If you believe in making decisions for the good of most people, you can be described as following which school of thought?
 - A) Utilitarianism
 - B) Teleology
 - C) Deontology
 - D) Egoism
10. It is deceptively used by an organization to promote the perception

that its products, aims, or policies are environmentally friendly-

- A) Blue washing
- B) white washing
- C) green washing
- D) green pricing.

11. Which statement is/are true?

- A) Ethics is not synonymous to religious morality or moral theology
- B) Ethics is the principle that guide the human behavior
- C) The terms 'ethics' and 'morality' are not synonymous terms
- D) All of the above

12. Codes of conduct and codes of ethics:

- A) Are formal statements that describe what an organization expects of its employees.
- B) Become necessary only after a company has been in legal trouble.
- C) Are designed for top executives and managers, not regular employees.
- D) Rarely become an effective component of the ethics and compliance program.

13. Who are organizational stakeholders?

- A) Providers of finance
- B) Government
- C) All of the above
- D) Community
- E) Employees

14. Which of the following alone can ensure effective ethics programme in a business enterprise?

- A) Publication of a code
- B) Involvement of employees
- C) Establishment of compliance mechanisms
- D) None of them

15. The..... management function involves identifying & arranging the work and resources needed to achieve the goals that have been set.

- A) Controlling
- B) Organizing
- C) Planning
- D) Staffing

16. are those individuals who raise ethical concerns or issues to others inside or outside the organization.

- A) Entrepreneur
- B) Whistle blowers
- C) Social entrepreneur
- D) Social impact management

17. Information is

- A) Data
- B) Processed Data
- C) Manipulated input
- D) Computer output

18. Why might workers not want to share their knowledge?

- A) Because they enjoy discussing new ideas and sharing their thoughts.
- B) Inter-functional and inter-departmental rivalries.
- C) They might be reluctant to express opinions which do not comply with managerial perspectives.
- D) Possession of knowledge can provide power and status

19. According to Horowitz et al. what is the main reason for knowledge worker turn-over?

- A) Better pay and prospects.
- B) Company related issues.
- C) Career related issues.
- D) Personal reasons.

20. What is meant by a 'codification approach' to knowledge management activities?

- A) Where workers share their tacit knowledge with other people.
- B) Where no structured approach to knowledge management is in place.
- C) The use of IT systems where employees codify their own knowledge and use systems to search for knowledge they don't possess.
- D) All of the above

21. Which factors contribute to the distinctiveness of knowledge workers?

- A) Expected to continually develop their knowledge.
- B) Their knowledge and skills are explicit and easy to codify.
- C) Highly qualified.
- D) Their knowledge and expertise is typically of great importance to the organisation.

22. Knowledge includes all of the following except:

- A) Aggregated data
- B) Disaggregated data
- C) Appraised information
- D) Personal experience

23. Stress management is about learning:

- A) How to avoid the pressures of life
- B) How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
- C) Both '1' & '2' are true
- D) None of the above

24. What is the name of the theory of motivation that focuses on how people explain the causes of their own successes and failures?

- A) Locus of control

- B) Cognitive dissonance
- C) Field theory
- D) Attribution theory

25. One concept that is central to attribution theory is:

- A) Discrimination learning
- B) Self-actualization
- C) Locus of control
- D) Operant conditioning

26. According to your text, when students are motivated by the desire to gain recognition from others, their goals are:

- A) Performance goals.
- B) Primary goals.
- C) Learning goals.
- D) Self-actualized goals.

27. Which one of the features does not relate to 'Ethics in Marketing'?

- A) Black Market, grey market
- B) Misleading Advertisement
- C) Price Skimming
- D) Carbon emission trading

28. Which one of the feature does not relate to 'Ethics in Human Resource'?

- A) Sexual harassment
- B) Discrimination issue
- C) Affirmative Action
- D) Product testing Ethics

29. What are the Reasons for unethical business practices?

- A) Greed for Quick money
- B) Administrative Corruption
- C) Cultural and Social Reason
- D) All of the above

30. Work Design is concerned with the _____ of work system in any type of organisation or institution.

- A) Study
- B) Design
- C) Study and design
- D) Management

31. What is the term for the act of getting individuals to behave in ways that are acceptable to a group?

- A) Indoctrination
- B) Brainwashing
- C) Propaganda
- D) Socialization

32. What is not one of the layers of cultural influence?

- A) Social
- B) Business
- C) Organizational
- D) Company

33. All definitions of Corporate Social Responsibility recognize that:

- A) Companies have a responsibility for their impact on society and environment.
- B) The natural environment should be the main focus of CSR activities.
- C) Business ethics is a complex issue.
- D) Companies must pay equal attention to business ethics and sustainability.

34. Who said that the "only one social responsibility of business is to increase profits"?

- A) Edward Freeman
- B) Milton Friedman
- C) Michael Porter
- D) Michael Freeman

35. What are the four generic strategies of social responsiveness?

- A) Proaction, Defensive, Reinvestment, Reaction
- B) Reaction, Defence, Reinvestment, Proaction
- C) Reaction, Defence, Investment, Withdrawal
- D) Reaction, Defence, Accommodation, Proaction

36. Which of the following is NOT an example of a genuine business innovation?

- A) Development of less polluting fuel
- B) Investment in alternative energy sources
- C) New product targeted at low-income customers
- D) Charitable donation to an ecological organization

37. How many rights does a consumer have under the Consumer Protection Act?

- A) 8
- B) 6
- C) 4
- D) 5

38. The framework for establishing good corporate governance and accountability was originally set up by the:

- A) Cadbury Committee
- B) Nestlé Committee
- C) Rowntree Committee
- D) Thornton Committee

39. Which of the following is not one the underlying principles of the corporate governance Combined Code of Practice?

- A) Integrity
- B) Accountability
- C) Openness
- D) Acceptability

40. Fraudulent trading may be

- A) A criminal offence committed only by directors of a limited company
- B) A civil and a criminal offence committed only by directors of a limited company
- C) A civil and a criminal offence committed by any employee
- D) A civil offence committed by any employee

41. Business ethics deals primarily with

- A. Social responsibility.
- B. the pricing of products and services.
- C. moral obligation.
- D. being unfair to the competition

42. Ethics are important because

- A. suppliers prefer to deal with ethical companies.
- B. customers prefer to deal with ethical companies.
- C. employees prefer to deal with ethical companies.
- D. all of the choices.

43. Benefits derived from social responsibility include;

- A. enhanced organizational efficiency
- B. producing better products
- C. attracting people who want to work for the firm
- D. both A & C

44. Unethical behavior is often triggered by

- A. pressure from higher management to achieve goals.
- B. an organizational atmosphere that condones such behavior.
- C. both a & b
- D. a system of checks and balances

45. Building a sustainable environment includes.....

- A. developing a green supply chain
- B. omitting hazardous emissions
- C. both a & b
- D. writing a code of ethics

46. Which of the following are true

- 1) *Ethical dilemmas arise when it is thought that serious good and bad are bound together in the same activity*
 - 2) *Ethics uses the instrument of coercion to oblige its subjects*
 - 3) *Ethical behavior is dependent on the conditions and circumstances under which an action/event takes place*
 - 4) *Codes of Conduct form a part of ethical training*
- A. 1 and 3
 - B. 1, 3 and 4
 - C. 1,2 and 3
 - D. 2, 3 and 4

47. Which of the following statements is most appropriate to describe deontological ethics?

- A. The central idea is that the right or wrong consideration is what makes the act right or wrong, other things being equal
- B. The central idea is that an adherence to the codes prescribed under the duty one is employed in makes for the right action
- C. The central idea is that right and wrong are relative to time and circumstance
- D. The central idea is that right and wrong are determined by humans according to their subjective conscience

48. If you don't have, you can really get in trouble for lying, cheating or deceiving others.

- A. Communication
- B. Cooperation
- C. Honesty
- D. Integrity

49. Which of the following are the functions of a code of ethics?

1) It can express a shared commitment on the part of a professional society's members to strive to satisfy certain ethical standards and principles.

2) It can help foster an environment in which ethical behavior is the norm

3) It can serve as a guide or reminder in specific situations

4) A code can be a valuable academic and educational legacy for an organization.

Which of the following are correct?

A. 1 and 3

B. 1,2 and 3

C. 1,2,3 and 4

D. 1 and 2

50. Values and ethics shape the.....

A. Corporate unity

B. Corporate discipline

C. Corporate culture

D. Corporate differences

51. The moral principles, standards of behavior, or set of values that guide a person's actions in the workplace is called?

A. Office place ethics

B. factory place ethics

C. behavioral ethics

D. work place ethics

52. Which of the following factors encourage good ethics in the workplace?

A. Transparency

B. fair treatment to the employees of all levels

C. both (a) and (b)

D. bribe

53. Which of the following is an example of a value?

A. Justice

B. Happiness

C. Security

D. All of the above

54. Most companies begin the process of establishing organizational ethics by developing:

A. Ethics training programme

B. Code of conduct

C. Ethical enforcement mechanism

D. Hidden agenda

55. Which of the following is an example of an area where business ethics apply?

A. Conduct of international operations

B. Nowhere

C. In the personal life of staff

D. None of the above

56. A whistle blower is an employee who.....

A. exposes organizational wrongdoing.

B. complains a lot to company management.

C. engages in unethical behavior.

D. refers disputes with other employees

57. Which one of the following is not recommended as a method for a company to protect itself against sexual harassment charges?

A. Develop a zero-tolerance policy on harassment and communicate it to employees.

B. Retaliate swiftly against employees who bring forth charges of harassment.

C. Give swift and sure punishment to harassers.

D. Train managers at all levels on sexual harassment issues.

58. Identify the principles of achieving competitive success

- A. Hard work
- B. Self- Discipline
- C. Both A and B
- D. None of the above

59. What are the key characteristics of transactional leaders?

- A. Guiding, mentoring and motivating
- B. Guiding, commanding and motivating
- C. Guiding, demonstrating and motivating

D. Guiding, mentoring and demonstrating

60. An organization's appropriate tone at the top promoting ethical conduct is an example of:

- A. Ethics sensitivity.
- B. Ethics incentives.
- C. Ethical behavior.
- D. Consequentialist.

SECTION B (40 marks)

Instruction: Answer question one (1) and any other two (2) questions from this section

QUESTION 1 - Compulsory (20 Marks)

Case Study: Discrimination in the Workplace
by Elaine E. Englehardt
Humanities/Philosophy

Marian, a top graduate from Loyola in Humanities, was hired by a major corporation into a management position. Marian finished the corporation's management training program top in her group, and is performing above the norm in her position. She is really enjoying her work.

As a black woman she feels isolated, as there are no other black women managers and few women in her area. One night at a company party she heard a conversation between two of her male co-workers and their supervisor. They were complaining to him about Marian's lack of qualifications and her unpleasant personality. They cursed affirmative action regulations for making the hiring of Marian necessary.

Marian is very upset and wants to quit.

Questions:

- a. Are her co-workers correct in their evaluation? (4 marks)
- b. Should Marian confront the co-workers? (4 marks)
- c. Should Marian file a discrimination suit? (4 marks)
- d. Should Marian go to the supervisor? (4 marks)
- e. What else could Marian do? (4 marks)

QUESTION 2 (10 marks)

Q2a. Discuss **two (2)** roles each of attitude of managers in constructive and non-constructive cultures (8 marks)

Q2b. Distinguish between what is meant by ethics and managerial ethics (2marks)

QUESTION 3 (10 marks)

Q3a. Discuss **five (5)** common causes of unethical behaviour at the work place, (5 marks)

Q3b. Outline and explain the guidelines in dealing with Ethical Dilemmas. (5 marks)

QUESTION 4 (10 marks)

Discuss **five (5)** key benefits of maintaining good ethics in Organisation, **(10 marks)**

QUESTION 5 (10 marks)

Outline the types of workplace discrimination and their effects on staff performance. **(10 marks)**