



# CMJ UNIVERSITY, SHILLONG

## TERM END EXAMINATION - 2012

**Question Booklet Code:** B

**Duration:** 2 Hours

**Course:** B.Tech

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**Paper Code:** 701201

**Paper Name:** Human Values and Professional Ethics

### ATTEMPT ALL THE BELOW MENTIONED QUESTIONS:

**1. Business ethics are basically different from personal ethics.**

- a. True
- b. False

**2. Utilitarianism suggests that it is ethical to make decisions based on:**

- a. Common decency
- b. Moral virtue
- c. What is best for most people
- d. Non of the above

**3. Agency theory is the same as stakeholder theory.**

- a. True
- b. False

**4. teleological approach to business ethics proposes that the guiding principle A should be:**

- a. Power
- b. Purpose
- c. Practice
- d. People

**5. Which of the following are not major schools of thought?**

- a. Duties
- b. Roles
- c. Consequences
- d. Non of the above

**6. Sternberg claims that taking a bribe is:**

- a. A violation of common decency
- b. A violation of distributive justice
- c. A violation of an individual's right to privacy
- d. A violation of human rights

**7. Ethical behaviour is not in the long-term interest of businesses.**

- a. True
- b. False
- c. Non of above
- d. All of the above

**8. Vance Packard's book was entitled:**

- a. The Hidden Enforcers
- b. The Hidden Protectors
- c. The Hidden Provocateurs
- d. The Hidden Persuaders

**9. Extortion is an attempt to buy:**

- a. Goods and services quickly
- b. Influence
- c. Goodwill
- d. At a discount

**10. Distributive justice refers to:**

- a. Rewards allocated by level of contribution
- b. Rewards allocated regardless of contribution
- c. Rewards allocated to those who shout loudest
- d. Rewards allocated to those who cannot help themselves

**11. Marketing communications activities can be deemed 'ethically neutral', meaning that it depends on:**

- a. Stated business aims
- b. Legal guidelines
- c. Available finance
- d. How they are carried out

**12. 'Sugging' is the unacceptable practice of:**

- a. Giving worthless guarantees
- b. Selling under the guise of research
- c. Bribing organisational buyers
- d. Intrusive telesales calls

**13. Ethical business practice requires, above all else, an active awareness and consideration of the likely long-term consequence of any action.**

- a. True
- b. False
- c. Non of above
- d. All of the above

**14. Research suggests that marketing communications designed to shock are:**

- a. Possibly counter-productive
- b. Probably the least effective
- c. Always the most effective
- d. Non of them

**15. The business / organisational framework has no influence on ethical behaviour.**

- a. True
- b. False
- a. Non of above
- b. All of the above

**16. Research suggests that unethical behaviour is viewed most seriously by stakeholders if**

- a. Some customers are upset
- b. A standards agency criticises the organisation
- c. It has a long-term, negative impact on organisational effectiveness
- d. Unfavourable reports appear in the media

**17 . Which of the following can be used as terms to describe people who no longer need to go into a centrally located office to do their**

**work, usually because of advances in technology?**

- a. Teleworkers.
- b. Distance workers.
- c. Homeworkers.
- d. all of the above

**18. Ethical behaviour is a matter of:**

- a. Obeying the rules
- b. Acting on a considered judgement
- c. Juggling standards and business needs
- d. All the above

**19. Research shows that a majority of marketers**

- a. Do not care about ethics and social responsibility
- b. Pretend that ethics and social responsibility are important
- c. Believe that ethics and social responsibility are important
- d. Non of them

**20. There is no intrinsic difference between lying, misrepresentation and puffery in advertising.**

- a. True
- b. False
- c. Non of them
- d. All the above

**21. Misrepresentation can occur when a salesperson makes incorrect statements.**

- a. True
- b. False
- c. All the above
- d. Non of them

**22. Circumstances that leave a person uncertain but not altogether unsure about what he or she is doing is a feature of**

- (a)Excusing Conditions
- (b)Moral reasoning
- (c)Mitigating factors
- (d)Ignorance

**23. What type of resource depletion is marked by increasing rates of usage and sudden, complete depletion within a short period of time?**

- (a) Depletion of fossil fuels
- (b) Exponential Depletion
- (c) Peaked depletion
- (d) Species depletion

**24. Which of the following is not considered as part of the three stages of moral development proposed by Carol Gilligan?**

- (a) Social Contract Orientation
- (b) Principled morality
- (c) conventional morality
- (d) progressing from selfish

**25. Bribery:**

- a) is necessary to gain access to international markets.
- b) is legal in all countries.
- c) is a form of corruption.
- d) is beneficial in developing economies.

**26. Human rights are:**

- a) the standards of treatment to which all people are entitled.
- b) can safely be ignored by international companies.
- c) defined in the UN Global Compact 2000.
- d) of no interest to the customers of international companies.

**27. The term 'sustainable development':**

- a) refers to compliance with environmental legislation.
- b) refers to cost savings generated from lower wages in developing economies.
- c) has the same meaning as competitive advantage.
- d) refers to practices which enhance 'the triple bottom line'.

**28. Corporate ethics:**

- a) is concerned with the impact of business on the societies within which it operates.
- b) is the term which describes compliance with company policies.
- c) addresses the issues of individual decision making.
- d) is an abstract concept impossible to operationalise.

**29. Corporate codes of ethics:**

- a) are always externally audited.
- b) create guidelines for employees to work by.
- c) are always compliance based.
- d) are always integrity based.

**30. Good practice with respect to making codes of conduct effective includes which of the following?**

- a) Treating the code as a confidential document
- b) Making exceptions to the code when necessary
- c) Setting up a committee to monitor the code
- d) Pinning the code to the noticeboard

**31. Greenwashing refers to the practice of:**

- a) promoting sustainable development.
- b) engaging with environmental pressure groups.
- c) the attempt to create a false impression of environmental friendliness.
- d) commitment to humanitarian causes.

**32. Ethical investment:**

- a) normally matches the performance of traditional investment.
- b) normally underperforms against traditional investment.
- c) is declining.
- d) is impossible to measure.

**33. Companies that engage in environmental management normally experience:**

- a) higher costs.
- b) lower productivity.
- c) decreased market share.
- d) less material usage.

**34. Socially responsible practice:**

- a) only involves compliance with legislation.
- b) should be viewed solely as a means to ward off negative publicity.
- c) only adds cost to business activities.
- d) can be viewed as investment.

**35. Which recent case brought against a corporation's top management lead to new rules on 'corporate governance'?**

- a) The Enron affair
- b) BP
- c) Texaco
- d) Northern Rock

**36. The purpose and function of discipline in contemporary organisations seems at odds with developments in contemporary management thinking with its emphasis on:**

- a) Tight control
- b) A disciplined workforce
- c) Commitment
- d) Sanctions and punishments

**37. Why is 'procedural justice' important in the context of the management of misconduct?**

- a) It reflects on the integrity of HR professionals
- b) To ensure that individuals have a sense that they have been treated fairly
- c) It reflects on the values and attitudes of top management
- d) To protect line managers

**38. What does discipline mean in the context of the workplace?**

- a) Enforcing compliance and order
- b) A system of rules designed to improve and correct behaviour through teaching or training
- c) Punishment
- d) Exercising control

**39. Why can altruism as an approach to discipline be regarded as an essential element?**

- a) It is an essential requirement for survival
- b) To maintain good employee relations
- c) To demonstrate who's boss
- d) To re-establish a welfare approach to HR

**40. What might be the reason for why HR are not often informed of incidents that could result in a disciplinary action being taken?**

- a) Those involved often agree to contain the incident
- b) Those involved would be concerned about reprisals
- c) Due to lenient managers
- d) It would impact on the relationships between subordinates and superiors

**41. Which organisation provides established guidelines for disciplinary procedures?**

- a) TUC
- b) ACAS
- c) CIPD
- d) Employers

**42. What is the meaning of the term 'gross misconduct' in the context of a company's disciplinary procedures?**

- a) Breaches of standards and rules that are serious and unacceptable in any circumstances
- b) Stealing company property
- c) Being repeatedly late for work
- d) Absence without leave

**43. Should confidentiality be guaranteed to people who report breaches of rules which could lead to disciplinary action taken on a fellow employee?**

- a) Depends on the circumstances
- b) It should not be guaranteed
- c) Management should attempt to guarantee confidentiality
- d) It should be guaranteed

**44. Is it important to have two managers responsible for leading a disciplinary investigation because:**

- a) Provides support for each other when dealing with stressful situations
- b) It ensures a degree of impartiality
- c) It a requirement by tribunals
- d) Provides cover in the event of absence through ill health

**45. Which of the following is an example of intellectual property?**

- a. computer hardware
- b. auto parts
- c. trademarks
- d. textiles

**46. Negotiations about intellectual property rights are most important to**

- a. the Czech Republic.
- b. Colombia.
- c. Russia.
- d. the United States.

**47. Trade in services includes which of the following?**

- a. a.computer hardware
- b. b.textiles
- c. c.aerospace
- d. d.insurance

**48.The General Agreement on Tariffs and Trade was replaced by the**

- a. Cross-Regional Trade Group.
- b. Multilateral Trade Agreement.
- c. World Trade Organization.

d. North American Free Trade Agreement.

**49. \_\_\_\_\_ emphasizes conflicting interests in economic exchanges.**

- a. Neorealism
- b. Mercantilism
- c. Keynesian economics
- d. Liberalism

**50. Common market imperfections in international trade include**

- a. taxation.
- b. corruption.
- c. sanctions.
- d. all of these: corruption, taxation, and sanctions.

**51. There are just a few large sellers of a product in a(n)**

- a. oligopoly.
- b. monopoly.
- c. plutocracy.
- d. autarky.

**52. The U.S. government agency responsible for determining whether low-priced imports are unfair or have hurt U.S. industry is the**

- a. Commerce Department.
- b. International Trade Commission.
- c. Fair Trade Council.
- d. Export-Import Bank.

**53. A new entry into an industry sector that is mature in other states and, therefore, is often protected by its government is a(n)**

- a. service industry.
- b. infant industry
- c. start-up firm.
- d. venture capital firm.

**54. Hard currency is**

- a. gold or silver bullion.
- b. petrodollars.
- c. money with a fixed exchange rate.
- d. money that can be readily converted to leading world currencies.

**55. What economic principle refers to the way that states differ in their abilities to produce certain goods because of differences in natural resources, labor force characteristics, technology, and other such factors?**

- a. comparative advantage
- b. consumer economics
- c. Freedman economics
- d. economies of scale

**56. Which of the following is one of the world's most important currencies?**

- a. Belgian franc
- b. British pound
- c. the EU's euro
- d. Russian ruble

**57. Currently, national currencies are valued against**

- a. silver prices.
- b. gold prices.
- c. the U.S. dollar.
- d. each other.

**58. Which of the following is an example of portfolio investment?**

- a. altering exchange rates
- b. buying stocks and bonds
- c. paying subsidies
- d. lowering tariff barriers

**59. The state in which an MNC has its headquarters is called the**

- a. source state.
- b. host state.
- c. home country.
- d. export state.

**60. Which of these groups welcomes the free trade that comes with globalization?**

- a. human rights NGOs
- b. workers in industrialized countries
- c. environmental groups
- d. consumer groups

**61. Foreign investments in and by a country are referred to as**

- a. Government transactions.
- b. The capital account.
- c. The current account.
- d. None of these answers is correct.

**62. Almost all MNCs are based in**

- a. Latin America.
- b. G-8 states.
- c. Japan.
- d. Africa.

**63. Which of the following is NOT an acceptable reason for introducing flexible working arrangements?**

- a. To accommodate employees' personal needs.
- b. To reduce conflict between colleagues who have a personality clash.
- c. To widen the pool of potential job applicants.
- d. To cut costs.

**64. A \_\_\_\_\_ is responsible for maintaining the value of a state's currency to the extent that it can by limiting the amount of money printed and avoiding inflation.**

- a. discount rate
- b. currency policy
- c. central bank
- d. fiscal policy

**65. What is the name of the U.S. central bank?**

- a. First National Bank of America
- b. Federal Reserve
- c. Ameribank
- d. Bank of America

**66. What institution coordinates international currency exchange, the balance of international payments, and national accounts?**

- a. World Exchange Organization
- b. All these answers are correct.
- c. International Monetary Fund
- d. World Bank

**67. \_\_\_\_\_ involves tangible goods such as factories and office buildings that cannot be traded and moved freely like paper investments.**

- a. Portfolio investment
- b. Foreign direct investment
- c. Fiduciary investment
- d. Currency investment

**68. A unilateral move to reduce the value of one's own currency by changing a fixed or official exchange rate is known as**

- a. devaluation.
- b. revaluation.
- c. reduction.
- d. restructuring.

**69. Which of these is NOT a form of standing wealth?**

- a. hard currency reserves
- b. homes
- c. factories
- d. farms

**70. A tax imposed on certain types of imported goods is**

- a. a tariff.
- b. a surcharge.
- c. an excise tax.
- d. a subsidy.