

Internal Assessment Test - I

Sub:	Workplace Ethics and Value Systems					Code:	16MBAHR402		
Date:	05/05/18	Duration:	90 mins	Max Marks:	40	Sem:	IV	Branch:	MBA

		Marks	OBE	
			CO	RBT
Part A - Answer Any Two Full Questions (16*02=32 Marks)				
1	(a) Define: Ethics	[02]	CO1	L1
	(b) Explain the important ethical principles in a workplace.	[06]	CO2	L4
	(c) Discuss in detail : Development of Personal Ethics	[08]	CO1	L5
2	(a) List out the various ethical violations by employees at workplace.	[02]	CO2	L1
	(b) Write a detailed note on benefits of ethics.	[06]	CO2	L4
	(c) Describe in detail - Workplace Ethics for Employees.	[08]	CO1	L1
3	(a) What do you mean by Professionalism?	[02]	CO1	L1
	(b) Examine the relevance of employee etiquette at workplace.	[06]	CO3	L3
	(c) Classify the various types of etiquette at workplace. Use appropriate examples.	[08]	CO3	L3
Part B - Compulsory (01*08=08 marks)				
4	Raman Verma was an MBA; He had specialized in Marketing and Advertising. He has just joined XYZ Ad Agency, though a competent and innovative person with outstanding performance during his stay at the MBA institute, yet he got this job with great difficulty due to recession in the job market. He had somehow managed to find this job through a contact of his uncle. The chairman of the company wanted him to somehow persuade a well-known newspaper to avoid reporting on a controversial corruption charge against him and instead writes a favorable editorial. Raman was not convinced that his chairman was clean in the case; on the other hand the newspaper was willing to accommodate the chairman, if the organization came out with a large size advertisement in his favor. Recently, Raman's father died leaving his wife and three sisters on the verge of marriage with Raman alone in a disastrous condition to help himself and his family.			
	(a) What should Raman do?	[08]	CO3	L1

Course Outcomes		PO1	PO2	PO3	PO4	PO5	PO6	PO7	PO8	PO9
CO1:	To understand the ethical practices at workplace	1a, 3a	2c					1c		
CO2:	To address the ethical issues which arise in the work environment?	1b, 2a	2b							
CO3:	To acquaint students with various ethical problems at work place.		3b, 3c				4a			

Cognitive level	KEYWORDS
L1	List, define, tell, describe, identify, show, label, collect, examine, tabulate, quote, name, who, when, where, etc.
L2	summarize, describe, interpret, contrast, predict, associate, distinguish, estimate, differentiate, discuss, extend
L3	Apply, demonstrate, calculate, complete, illustrate, show, solve, examine, modify, relate, change, classify, experiment, discover.
L4	Analyze, separate, order, explain, connect, classify, arrange, divide, compare, select, explain, infer.
L5	Assess, decide, rank, grade, test, measure, recommend, convince, select, judge, explain, discriminate, support, conclude, compare, summarize.

PO1 - Knowledge application; PO2 - Analytical and logical thinking; PO3 - Team work; PO4 - Leadership; PO5 - life-long learning; PO6 - Analyze and practice aspects of business; PO7- Personal and Societal growth;

Answer Keys

Part A

1 (a) Ethics author Mary Guy **defines** ethics as —that behavior which is the right thing to do, given the circumstances.

1 (b) Ethical principles are general statements of how people should or should not act. These principles are often the reasons behind a person's actions, thoughts, and beliefs. Some ethical principles are frequently described as universal, meaning that rational people thinking logically would have to agree that everyone should follow them. A popular universal ethical principle is known as the golden rule—the should treat others as the would want to be treated.

Other common ethical principles include the following:

- People should respect the rights of others.
- They should keep their promises.
- They should be honest.
- People should take responsibility for their actions.
- They should act in the best interests of others.
- They should help others in need when possible.
- People should be fair.

1 (c) Professional ethics are meaningless unless they fit well with what we actually do. We're not in a good position to consider the ethical implications of our acts unless we clearly understand what we do as psychologists.

- Starting With What We Do
- Seeking Information
- Thinking

2 (a) Ethical violations by employees

- Employer Intimidation
- Safety Violations
- Time Theft
- Stealing
- Misconduct

2 (b) Benefits of ethics in Workplace-employee commitment, investor loyalty, customer satisfaction, profits
Practicing the ethical values ultimately benefit the organization in several ways and by various stakeholders. The benefits of ethics can be summarized in the following points

- a) Ethics Contributes to Employee Commitment
- b) Ethics Contributes to Investor Loyalty
- c) Ethics Contributes to Customer Satisfaction
- d) Ethics Contributes to Profits

2 (c) Workplace ethics and behavior are a crucial part of employment, as both are aspects that can assist a company in its efforts to be profitable. In fact, ethics and behavior are just as important to most companies as performance as high morale and teamwork are two ingredients for success. Every business in every industry has certain guidelines to which its employees must adhere, and frequently outline such aspects in employee handbooks.

- Behaviour
- Integrity
- Accountability
- Teamwork
- Commitment

3 (a) Professionalism is the conduct, aims or qualities that characterize or mark a profession or professional person; it implies quality of workmanship or service.

3 (b) The standard of etiquette refers to expectations concerning manners or social graces. Societies and cultures have their own rules of etiquette that their members are expected to meet. Most people understand their social etiquette standards and try to live up to them. Thus, a person knows to knock before entering someone's office and tries to remember to say —please and —thank the. It is assumed that everyone understands these rules, even though many of them are not written down. People who violate the standards of etiquette run the risk of being embarrassed or of having others look down on them. Some large corporations actually send their employees to etiquette classes—proper manners can be that important to the company's image.

In a crowded, busy, and stressed society, etiquette also reduces social friction and makes it easier for people to live together as a community. There is an important difference, however, between the standards of etiquette and ethics. That difference is seriousness. The issues covered by the standard of etiquette are not as serious as those that pertain to ethics. People rarely die due to poor manners, but the ethical standard applies to many life-and-death issues such as abortion, euthanasia, war, and capital punishment. Even ethical issues that are not associated with death, such as censorship, honesty in government, and sexual ethics, still have serious implications.

3 (c) Business Etiquettes, Telephone Etiquettes, E-mail Etiquettes, Dining Etiquettes, and Employee Etiquettes with appropriate examples.

Part B

4 (a) Answer to the case study questions will vary according to the perception of the student or candidate. However, the answers which they present should be justified with the relevant illustrations.