

Sub:	Workplace Ethics					Code:	14MBA HR408		
Date:		Duration:	90 mins	Max Marks:	50	Sem:	IV	Branch:	MBA

		Marks	OBE	
			CO	RBT
Part A - Write short notes on any two (3*2=6 Marks)				
1	(a) Define the term "Ethics"	[03]	CO1	L1
	(b) Differentiate between Ethics and Morality.	[03]	CO1	L2
	(c) List the common types of unethical behavior of Employer at workplace.	[03]	CO3	L1
Part B - Answer any two (2*7=14)				
2	(a) Explain the relation between Morality and Law using examples.	[07]	CO1	L5
	(b) Discuss the dominant ethical theories as described by James Rachel. Give relevant examples.	[07]	CO1	L2
	(c) Examine the relevance of employee etiquette at workplace.	[07]	CO3	L3
Part C - Answer any two (2*10= 20 marks)				
3	(a) Using diagrammatic representation, examine the role of organization ethics in performance.	[10]	CO1	L3
	(b) Demonstrate the difference between ethical issue and ethical dilemma with relevant examples.	[10]	CO2	L3
	(c) Classify the various types of etiquette at workplace. Use appropriate examples.	[10]	CO1	L3
Part D - Compulsory (1*10=10/2*5=10 marks)				
4	(a) Using examples, connect the term "professionalism" with an organization's corporate culture.	[05]	CO1	L4
	(b) Analyze the factors leading to unethical behavior of employees at workplace.	[05]	CO3	L4

Course Outcomes		PO1	PO2	PO3
CO1:	To make students understand the meaning of good ethics, doing things right and the obstacles to making good ethical decisions	2(a),2(b),3(a), 3(c), 4(a),	1 (a), (b),	
CO2:	To enable students to identify and critically assess the principles and values they personally embrace and use in addressing the ethical issues which arise in their working lives.	3(b)		
CO3:	To acquaint students with some of the major kinds of ethical problems encountered while performing work assignments and some possible ways of responding to them.	1(C)	2(c)	4 (b)

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 - *Engineering knowledge*; PO2 - *Problem analysis*; PO3 - *Design/development of solutions*; PO4 - *Conduct investigations of complex problems*; PO5 - *Modern tool usage*; PO6 - *The Engineer and society*; PO7- *Environment and sustainability*; PO8 - *Ethics*; PO9 - *Individual and team work*; PO10 - *Communication*; PO11 - *Project management and finance*; PO12 - *Life-long learning*

Answer Keys

PART A

1(a): Ethics is derived from the Greek word “Ethos” which refers to principles and methods for justifying moral beliefs (right or wrong) and set of values that guide us in decision making.

1(b): Morality is a set of personal beliefs that we have regarding right or wrong. It is our response to a situation. While Ethics is a set of principles that guide us in applying moral beliefs. Morality has no application in business and is more personal while Ethics is widely applied in business. Morality varies from culture to culture and ethics is uniform across the globe.

1(c): Exploitation, harassment, nepotism, bias, inhuman treatment of employees, threat to terminate services, tax evasion, pollution and favoritism.

PART B

2(a) Morality involves naturally the right thing to do, whereas Law is the civil codification of public conceptions of morality. Explain the difference in terms of goal (Law enforces discipline and punishes people), consistency (static vs changing laws), fear (law inculcates fear). Provide examples where law has favored immorality especially in history.

2(b) Utilitarianism derived from the word “utility” and discusses the right or wrongness of an action is determined by its consequences. Its aim is to ensure maximum happiness for greatest number of people.

Deontology: derived from the word “duty”. Means act according to one’s duty and not with consequences of actions)

Virtue Ethics: emphasizes on individual’s character as key to ethical thinking.

Feminist Ethical theory: Explains how moral development and sensibility is different for men and women. None is superior to another.

2(c) relevance in the context of modern world, everyday life and globalization.

PART C

3(a) Using a flowchart/diagram illustrate how ethical culture builds employee commitment and trust, investor loyalty and customer satisfaction. How these are instrumental in gaining profits to the business.

3(b) Ethical issue is when one has to choose between right or wrong action. Ethical dilemma is choosing from several wrong choices/options. Use examples to differentiate.

3(c) Business etiquette, E-mail etiquette, phone/mobile etiquette, netiquette, interview etiquette. Explain each with relevant examples.

PART D

4(a) How ethics, morality, attitude, etiquette is associated to professionalism and creating the right kind of environment within an organization that can foster positive ethics and in turn enrich the corporate culture. Describe how punctuality, advanced degrees, etiquette, dress code and doing a good job impacts an organization’s culture. Show the relationship through examples of companies that demonstrate good corporate culture.

4(b) Pressure, Ignorance, pleasure, misguided loyalty, power and I don’t care attitude are the factors. Explain each with examples.