

Internal Assessment Test - I

Sub:	Workplace Ethics and Value Systems						Code:	17MBAHR402	
Date:	19/03/2019	Duration:	90 mins	Max Marks:	40	Sem:	IV	Branch:	MBA

		Marks	OBE	
			CO	RBT
<b>Part A - Answer Any Two Full Questions (16*02=32 Marks)</b>				
1	(a) Define: Ethics	[02]	CO1	L1
	(b) Write a detailed note on benefits of ethics.	[06]	CO2	L4
	(c) Summarize the factors leading to unethical behaviours in workplace.	[08]	CO2	L5
2	(a) List out the various ethical violations by employees at workplace.	[02]	CO2	L1
	(b) Explain the important ethical principles in a workplace.	[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 different unethical behaviours in workplace.	[06]	CO2	L3
	(c) Discuss in detail : Development of Personal Ethics	[08]	CO1	L5
<b>Part B - Compulsory (01*08=08 marks)</b>				
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				3b, 3c			
CO3:	To acquaint students with various ethical problems at work place.						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)** 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

### **1 (c) Factors Leading to Unethical Behavior**

- Pressure can drive people to do things they wouldn't normally do.
- Some people make unethical choices because they are not sure about what really is the right thing to do.
- Self-interest, personal gain, ambition, and downright greed are at the bottom of a lot of unethical activity in business.
- Misguided loyalty.
- Then there are those who simply never learned or do not care about ethical values
- Individual characteristics
  - Values - basic convictions about what is right and wrong.
  - Ego Strength - a personality measure of the strength of a person's convictions.
  - Locus of Control - a personality attribute that measures the degree to which people believe they control their own fate.
- Organization's Culture
  - Organization's culture consists of the shared organizational values. These values reflect what the organization stands for and what it believes in as well as create an environment that influences employee behavior ethically or unethically
  - Values-based management - the organization's values guide employees in the way they do their jobs

### **2 (a) Ethical violations by employees**

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

**2 (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.

**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)** Misusing company time

Abusive behavior

Employee theft

Lying to employees and other related

**3 (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
- Stage of Moral Development
  - Preconvention level - a person's choice between right or wrong is based on personal consequences
  - Conventional level, ethical decisions rely on living up to the expectations of others.
  - Principled level, individuals define moral values apart from the authority of the groups society in general
  - Greatness of harm
  - Consensus of wrong
  - Probability of harm
  - Immediacy of consequences
  - Proximity to victim(s)
  - Concentration

## **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.