

Business Ethics & Corporate Social Responsibility (BBA 205)

S. No.	Questions	A	B	C	D	Ans
1	The form of ethics that endeavors to help professionals decide what to do when they are confronted with a case or situation that raises an ethical question or moral problem is referred to as:	Professional ethics.	Business ethics.	Organizational ethics.	Ethical climate.	B
2	A document prepared to guide organisation members when encountering ethical dilemmas is a(n)_____.	Code of ethics.	Code of conduct.	Outline of expected behaviours.	List of rules and responsibilities.	A
3	According to the text, which of the following designates the correct sequential progression?	Values, beliefs, behaviour and attitude.	Values, attitudes, beliefs, and behaviour.	Values, behaviour, beliefs and attitudes.	Values, beliefs, attitudes, and behaviour.	D
4	_____ is essential at work because you must be able to work with others, especially if you don't always agree with them.	Communication.	Honesty.	Cooperation.	Integrity.	C
5	Utilitarianism is an approach in ethics that means:	Fairness is the fundamental aspect of ethical conduct and people in a dispute should look at the situation outside of their own vested interests in the outcome to decide what is right.	Journalists often face conflicts among ethical principles in the course of their work and must often make difficult decisions.	Not all ethical precepts can be applied in all situations, but they do provide useful guidelines for media professionals in their behavior.	Whatever does the most good for the most number of people is best.	D
6	The set of processes developed in an organisation to create, gather, store, transfer, and apply knowledge, best describes as:	Knowledge Assets.	Knowledge Workers.	Knowledge Management.	Business Process Outsourcing.	C

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7	If a company has resources which have economic value, difficult to imitate, non-substitutable and not readily available, then the company can generate which of the following advantage?	Knowledge Advantage.	Competitive Advantage.	Capital Advantage.	Financial Advantage.	B
8	Which of the following is NOT the technique to become Wiser?	Gain balance by considering many aspects of the one situation at the same time.	Don't just know what's best. Also do it.	Learn through various types of hands-on training.	Consider the ways others are different from you.	C
9	Which of the following statements in relation to stress is FALSE?	Stress is the imbalance between the demands of everyday life and the ability to cope.	Stress is caused by external pressures, such as work.	Too much stress can affect a person's ability to function effectively.	Stress can involve any interference that disturbs a person's emotional and physical well-being.	B
10	The best way to protect the body from the harmful effects of stress is to:	Learn how to manage it.	Learn how to avoid it.	Take your anger out on inanimate objects.	Take a long walk and bottle up your frustration.	A
11	Which of the following does NOT determines the nature of Progress?	It is an improvement in the well-being of an individual, organisation or nation.	It means better and longer quality of life.	It involves change but every change is not progress.	It maintains the gap between what human beings are and what they want to be.	D
12	Which of the following determine the Progress of a Country or the World as a whole?	Increase in Personal Disposable Income.	Higher per-capita income.	Self-sufficiency in Technology.	Building relationships.	B

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13	Which of the following is INCORRECT in relation to Transformation?	It involves a change in the way things are done and in the basic assumptions of the organisation.	It aims to achieve a dramatic improvement in performance and alter a company's future trajectory.	It requires change in the way an organisation is managed, in its business processes and in the behaviour of its people.	It can be handled within the existing paradigm and routines of the enterprise.	D
14	Which of the following is NOT the type of energy required for Transformation?	Atma Shakti.	Gyana Shakti.	Ichchha Shakti.	Kriya Shakti.	A
15	SMART goals to create a business success strategy are best described as:	Specific, Measurable, Achievable, Relevant, and Tested.	Specific, Measurable, Attainable, Relevant, and Timely.	Strategic, Moderate, Achievable, Relevant, and Timely.	Straight forward, Meaningful, Accessible, Real, and Tested.	B
16	What is known as, where an organisation takes into account the effect its strategic decisions have on society?	Business policy.	Business ethics.	Corporate governance.	Corporate social responsibility.	D
17	According to Carroll Model, which is NOT one of the four interrelated components of Corporate Social Responsibility?	Environmental Responsibilities.	Legal Responsibilities.	Discretionary Responsibilities.	Economic Responsibilities.	A
18	Corporate contributions for charitable and social responsibility purposes is called:	Corporate Charities.	Corporate Discretionaries.	Corporate Philanthropy.	Corporate Donations.	C
19	Which of the Right provides the adequate and accurate information about quality, quantity, purity, standard and the price of the goods and services?	Right to be informed.	Right to consumer education.	Right to be heard.	Right to choose.	A
20	A salesperson gives a customer a gift before a major deal to thank the customer for past business. What's the potential problem with this approach?	The buyer might not like the gift.	This is considered reciprocity.	The salesperson will have to give the client a gift after every deal.	This could be considered a bribe by the buyer.	D

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21	Problems involving conflict between moral imperatives are known as:	Scruples.	Ethical dilemmas.	Reputation.	Honesty.	B
22	Managers must NOT provide a good role model by:	Communicating shared ethical values to employees through symbols, stories, and slogans.	Protecting employees who bring to light unethical behaviors or raise ethical issues.	Admitting failure and not trying to cover it up.	Hiding the truth or manipulate information.	D
23	Which of the following knowledge can be articulated, codified, and stored in certain media?	Explicit knowledge.	Tacit knowledge.	Declarative knowledge.	Procedural knowledge.	A
24	Deep breathing, yoga and exercise would all be _____ stress management techniques.	Religious.	Cognitive.	Physical.	Social.	C
25	The extent to which an employees work meets his professional needs is termed as:	Quality circles.	Quality of work life.	Quality cycle.	Quality program.	B
26	Management is called a process because:	It involves a series of actions.	It is relevant for social organisation.	It is applicable to the manufacturing process.	All of the above.	A
27	Which of the following is NOT the Principle for Competitive Success?	Develop a successful business plan.	Offer a great product or service.	Surround yourself with great people.	Give up if something doesn't work according to approach.	D
28	What is the main purpose of Corporate Governance?	To maximise shareholder value.	To separate ownership and management control of organisations and the requirement for increased accountability to stakeholder groups.	To ensure that regulatory frameworks are adhered to.	To separate ownership and management control of organisations.	B

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29	Who is a stakeholder?	All the organisations that work with a business.	All the suppliers, customers and employees of a business.	Any individual, group, or organisation that is affected by or can affect the activities of a business.	The network of people who come into contact with a business.	C
30	Who is NOT a consumer under Consumer Protection Act?	Any person who buys any goods for a consideration.	Any person who buys goods and uses them exclusively for the purpose of earning his livelihood by means of self employment.	Any person who avails services with the approval of hirer.	Any person who obtains goods for resale or commercial purposes.	D

SHORT ANSWER - 05 QUESTIONS

Q: 31. What do you mean by Values and Behaviour?

Q: 32. Differentiate between Knowledge and Wisdom.

Q: 33. What are the various Sources of Stress?

Q: 34. Discuss the principles for Competitive Success.

Q: 35. Mention the Rights of Consumer as per Consumer Protection Act.

