

B.Com 3rd semester
Business Ethics & CSR (207)

S.no	Question(1 mark question)	A	B	C	D	Answer
1	_____are belifs that guides action & judgement across a variety of situation.	values	Ethics	emotions	none of these	A
2	terminal values represent	the end state or the purpose of a person's	means for achiving desired result	unachiveable goals	none of these	A
3	Discrimination on the basis of age ,gender, religion relates to values in context of	HRM	Finance & accounting	Sales & marketing	Production	A
4	"All actions that maximize the goods are right actions" this statement relates to	consequentialist	deontological theory	motivational theory	none of these	A
5	_____ theory considers actions to be right or wrong regardless of their consequences	deontological theory	consequentialist	motivational theory	none of these	A
6	concept of DHARMA includes	right way of living	devine law	path or righteousness	all of these	D
7 means an action done at the spur of a moment or time in the present tense which instantaneously bears the fruit	kriyaman kerma	Sanchit kerma	prarbdh kerma	none of these	A
8 are the action out of accumulated sanchit kerma	kaiyaman kerma	prarbdh kerma	Sanchit kerma	none of these	B
9	nishkam kerma refers to	action relates to detached involvement	actiona related to attached involvement with the	action relates to both world	none of these	A
10	the stressors like anxiety that leads to action and performance is	eustress	distress	frustration	none of these	A
11	Lewin's model relates to_____	change management	performance management	ethical management	customer relationship	A
12	Elements of transformation are_____	structural change	technological change	people change	all of these	D
13	The process of _____ attempts to make change permanent	unfreezing	refreezing	change or moving	deep freezing	B
14	components of success includes _____	happiness	achivement	significance	all of these	D

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15	increase in profitability potential by companies relates to	social progress	personal progress	economic progress	environmental progress	C
16	discretionary responsibilities relates to	philanthropy	ethical responsibility	legal responsibilities	economic responsibilities	A
17	legal responsibilities relates to	just and fair practices	obey the laws of land	attain economic goals	do good to others	B
18	corporate social responsibility leads to	long run survival of bussines	improvement in public image	helps in avoiding government interference	all of these	D
19	Three tier redressal system for handling the grevances relates to	sale of good act 1930	consumer protection act 1986	competition act 2002	none of these	B
20	_____ relates to right to get relief by consumer in case of any damage occurred to him	right to seek redressal	right to be heard	right to safety	right to be informed	A
21	which one indicate the first stage of stress	resistance	alarm	exhaustion	none of these	B
22	As a man sows, so shall he reap. This is	law of nature	law of ethics	law of karma	none of these	C
23	wisdom can be.....	taught	learned & earned	acquired	none of these	B
24	Well governing group of workers who voluntarily meet regularly is	Quality Circle	Total Quality Management	Six sigma	Kaizen	A
25	Tat tvam asi means	you are that supreme	lok sangrah	sakam kerma	world is illusion	A
26	knowlegde workers are	product of education and traning	use equiptment & software in making decision	help in solving problems	all of these	D
27	Guidelines for ethical behaviour are	obey the law	tell the truth	above all do not harm	all of these	D
28	What is the full form of TQM ?	Total quantity management	Total quality mismanagement	Total quality management	typical quality management	C

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29	Aham brahmasi means	lok sangrah	I have immense potential,I can make the impossible	world is illusion	sakam kerma	B
30	karma has been derives from the sanskrit word	pri	kri	shi	karu	B
	subjective questions (2 marks question)					
1	differentiate knowledge and wisdom (any two differences)					
2	list out any two ways to improve of quality of work life.					
3	mention ant two CSR activities of organisation towards consumers.					
4	Define transformation.					
5	what do you mean by ETHICS.					