

M.com-SEM - I

Business Ethics & CSR

- 1) Various customs, traditions & habits developed over a period of time are called _____
- a) Ethos
 - b) Ethics
 - c) Values
 - d) Objectives
- 2) _____ refers to the branch of philosophy dealing with what is right or wrong.
- a) Ethos
 - b) Ethics
 - c) Values
 - d) Objectives
- 3) _____ is set of values, attitudes and beliefs which are learned and shared by members of a community.
- a) Culture
 - b) Ethics
 - c) Ethos
 - d) Morals
- 4) _____ theory holds that ends or consequences of an act determine whether the act is good or bad.
- a) Deontological
 - b) Teleological
 - c) Utilitarian
 - d) Egoism
- 5) _____ Theory regards that role of ethics is to enable us to lead a successful and good life.
- a) Virtue
 - b) Modern virtue
 - c) Justice
 - d) Egoism
- 6) Duty theory is a type of _____ theory
- a) Deontological

b) Teleological

c) Justice

d) Utilitarian

7) _____ is a branch of social science that deals with moral principles and values.

a) Ethics

b) Goodwill

c) Marketing

d) Finance

8) Good advertising refers to _____ advertising

a) Convenient

b) Surrogate

c) Honest

d) Anything

9) _____ ethics is the study of the ethical issues arising out of the use and development of electronic technologies.

a) IT

b) Marketing

c) HRM

d) Finance

10) _____ is a description of employees job relevant strengths and weaknesses.

a) Performance appraisal

b) Promotion

c) Transfer

d) Bonus

11) _____ refers to downsizing of employees through VRS or CRS schemes.

a) Downsizing

b) Outsourcing

c) Reducing

d) Promotion

12) _____ helps firms to track sales data.

a) MIS

b) CRM

c) CSR

d) CG

13) ____ is a set of rules and norms for interacting with others on the internet.

a) Netiquettes

b) Nanotech

c) Plagiarism

d) Webism

14) _____ is a bundle of rights given by the law to the creators of musical and artistic works.

a) Copyrights

b) GIS

c) Trademarks

d) Patents

15) ____ helps to establish and improve stock prices.

a) Corporate Governance

b) Unethical Business

c) Malign Growth

d) Profit strategy

16) ____ refers to fair and just treatment to all stakeholders

a) Equity

b) MBO

c) Scalar chain

17) _____ is the social responsibility of the company towards its various stakeholders.

a) CSR

b) CRM

c) Business

d) Profit

18) CSR is mandatory for those companies under section ____ of the companies Act.

a) 135

b) 49

c) 2A

d) 144

19) Tripple Bottom line consists of three main elements – People, Planet & _____

a) Production

b) Planning

c) Profit

d) Period

20) The word philanthropy comes from Greek word _____

a) Philanthropos

b) Philosophy

c) Philantry

21) _____ awards are regarded as benchmark of corporate excellence worldwide.

a) Greentech CSR

b) FICCI-CSR

c) Golden peacock

d) Corporate

22) The _____ award is an iniative of NGOBOX

a) CSR Impact

b) Global CSR

c) FICCI-CSR

d) Greentech CSR

23) The Ethical Trading Initiative was initiated in _____ in 1998.

a) England

b) USA

c) France

d) Germany

24) The aim of Fair Labour Association is to improve _____ conditions in factories.

a) Working

b) welfare

c) women

d) General

25) Fair Labour Association is concerned with ____ industry

a) Garment

b) FMCG

c) Automobile

d) Food

26) Fair Wear Foundation was launched in ____ in 1999.

a) Netherlands

b) USA

c) ITALY

d) France

27) SA 8000 guidelines are in respect of working conditions in the ____

a) Supply chain

b) NGO

c) Government

d) Private sector

28) Workers Rights Consortium main objective is to improve labour condition in ____ supplier factories.

a) Sportswear

b) Engineering

c) Chemicals

d) Paint

29) ____ places emphasis on meeting the needs of present and future generations.

a) Sustainable development

b) Education

c) Health

d) Hospitality

30) Forest is a ____ resource

a) Renewable

b) Non-renewable

c) Scarce

d) Artificial

31) The term Tripple Bottom Line was coined by_____

a) John Elkington

b) Peter Drucker

c) Philip Kotler

d) Adam smith

32) Tripple Bottom Line aims at achieving a balance among three main elements- People, profit & _____

a) Planet

b) Place

c) Product

d) Packaging

33) The word 'Deontology' is derived from _____ word.

a) Dues

b) Dreams

c) Deon

d) Duty

34) Compliance based code of ethics is having _____ feature.

a) Rule of conduct

b) Core value

c) Not enforceable

d) Self regulated.

35) _____ is a factor affecting work ethos on the part of managers.

a) Attitude

b) passion

c) Application & dedication

d) Professionalism

36) _____ is a factor affecting work ethos on the part of employees.

a) Corporate citizenship behaviour

b) Developing team spirit

c) Loyalty

d) Professionalism

37) _____ is not an unethical practice.

a) Principle of equity

b) Insider Trading

c) Bribery & Corruption

d) Discrimination

38) _____ highlights the importance of business ethics.

a) Survival of Business

b) Consumer Rights

c) Image Building

d) All of the above

39) _____ is not the source of Business ethics.

a) Religion

b) Country

c) Culture

d) Law

40) _____ are the principles of business ethics.

a) Loyalty

b) Integrity

c) Accountability

d) All of the above

41) _____ means application of ethical principles to business situation.

a) Religious ethics

b) Business ethics

c) Personal ethics

d) Constitutional ethics

42) _____ is not the Principle of ethics

a) Dishonest behaviour

b) Promise keeping

c) Law abiding

d) Commitment to excellence

43) The book Capitalism & Freedom is written by_____

a) J.S.Mill

b) Milton Friedman

c) Aristotle

d) J. Bentham

44) The doctrine of Categorical Imperative is given by_____

a) I.Kant

b) Adamsmith

c) P. Drucker

d) None of the above

45) Theory of relativism holds that_____

a) There is Absolute truth

b) No absolute truths exists as such

c) Dogmatic approach

d) None of the above

46) Corporate governance is concerned with holding the balance between economic & social goals and between individual & communal goals according to_____

a) Kumar Mangalam Birla

b) Adrian Cadbury

c) JRD Tata

d) None of the above.

47) The National Voluntary Guidelines were issued in the year_____

a) 2002

b) 2009

c) 2011

d) 2013

48) The Government constituted the committee in the year 2004 under the chairmanship of _____

a) Dr.J.J.Irani

b) Narayan Murthy

c) Adrian Cadbury

d) None of the above

49) R & D activities is an example of ____ ethics

a) Product Ethics

b) Pricing ethics

c) Promotion ethics

d) Place ethics

50) CSR 2.0 model is proposed by ____

a) Wayne Visser

b) G.K Kanji

c) C. Marsden

d) P.K.Chopra

51) Golden peacock Award was introduced in the year ____

a) 1991

b) 1992

c) 1993

d) 1994

52) There are total of ____ Golden peacock awards

a) 12

b) 13

c) 16

d) 20

53) To develop model villages is an initiative of ____

a) Max India

b) A.V.Birla Group

c) Infosys Foundation

d) None of the above

54) Legal provisions relating to corporate social responsibility is provided in ____ of Companies act, 2013.

a) Sec 135

b) Sec 145

c) sec 155

d) Sec 165

55) The performance of the chairperson of the company is evaluated by _____

a) BOD

b) Independent Directors

c) Shareholders

d) None of the above

56) As per Act 2013 the Independent Directors should meet _____ in a year.

a) Twice

b) Thrice

c) Atleast once

d) Every month

57) The Audit company as per Companies Act needs to meet atleast _____ in a year

a) Twice

b) Thrice

c) Atleast once

d) Every month

58) Normally an Independent Director shall hold the term of Office for _____

a) 5 years

b) 2 Years

c) 3 years

d) 4 years

59) Sec 177 of companies Act 2013 deals with _____

a) Audit Committee

b) BOD

c) General Management

d) None of the above.

60) Financial statement shall give True & Fair view of the state of affairs of the company as per _____ companies act 2013

a) Sec 129

b) sec 135

c) sec 144

d) None of the above.

61) ___ is a set of exclusive rights granted by a sovereign state to an inventor or assignee for a limited period of time .

a) Cpyright

b) Patent

c) Goodwill

d) Trademark

62) Production activities are not damaging to the consumers or society is referred to as ____

a) Production ethics

b) Marketing ethics

c) Finance ethics

d) None of the above.

63) The bundle of rights given by law to the creators of musical and artistic works is called ____

a. GIS

b. Trademark

c. Copyright

d. Patent

64) In which Country was the Ethical Trading Initiative initiated in 1998 ____

a) England

b) France

c) China

d) USA

64) Chairman of audit committee is an _____ Director

a) Executive

b) Independent

c) Nominee

d) Representative

65. What enlists principle of responsible investment

a) SA 8000

- b) PRI
- c) OHSAS
- d) GRI

66) Netwoth of companies undertaking CSR as per Companies Act 2013 should be ---

- a) 500 crore
- b) 50 crore
- c) 5 Crore
- d) 5000 crore

67) ISO 14000 standard deals with ____

- a) Production Management
- b) Environmental Management
- c) Ethics Management
- d) Total Quality Management

68) Dow Jones Sustainability Indices

- a) Companies forming part of BSE Sensex
- b) Companies forming part of MCX
- c) Companies forming part of NSE Nifty 50
- d) Companies in terms of economic, environmental and social criteria.

69) CSR is positively correlated with revenue and profit because__

- a) Consumers do not respond positively to links between the organization and ethical and environmentally acceptable outcomes
- b) Consumers respond positively to links between the organization and ethical and environmentally acceptable outcomes
- c) Being ethical costs money
- d) An increase in demand will reduce revenue and profitability

70) Themes which emphasise the existence of universal principles to be followed because of their intrinsic 'rightness' are called__

- a) Ethical learning and growth
- b) Deontological ethics
- c) Virtue ethics
- d) Teleological ethics

71) Which of these is not an ethical issue in Marketing____

- a) Unhealthy Competition
- b) Surrogate Advertising
- c) Use of Children in Advertising
- d) Brand Building

72) Which of the below is not an ethical issue related to Information Technology____

- a) Invasion of Privacy
- b) Data Theft
- c) Workplace Monitoring
- d) Use of Computers

73) If you believe in making decisions for the good of most people, you can be described as following which school of thought?

- a) utilitarianism
- b) teleology
- c) deontology
- d) egoism

74) The moral principles, standards of behaviour, or set of values that guide a person's actions in the workplace is called____

- a) Office place ethics
- b) factory place ethics
- c) behavioural ethics
- d) work place ethics

75) Which of the following factors encourage good ethics in the workplace?____

- a) Transparency
- b) fair treatment to the employees of all levels
- c) both (a) and (b)
- d) bribe

76) The doctrine of Satya & Ahimsa is given by_____

- a) M.K.Gandhi
- b) Swami Vivekanand
- c) Gautam Buddha

d) None of the above

1) What is meant by the phrase CSR?

- A Corporate Social Responsibility
- B Company Social Responsibility
- C Corporate Society Responsibility
- D Company Society Responsibility

2) What does Milton Friedman believe to be the sole responsibility of business?

- A The only social responsibility of business is to its shareholders
- B Managers should act in ways that balance the interest of society and shareholders
- C The primary responsibility organizations have is to its employees
- D The primary responsibility organizations have is to its stakeholders

3) What is the enlightened self-interest model of CSR?

- A That it is in an organization's own best interest to put itself first rather than its ethics
- B That it is in an organization's best interest to consider what a shareholder would want
- C That it is in an organization's own best interest to act in an ethical way
- D That it is in an organization's own best interest to follow the legislation and abide by the law

4) What does the importance of ethical behaviour, integrity and trust call into question?

- A The extent to which managers should attempt to change the underlying beliefs and values of individual followers
- B Who does what
- C What we do next
- D None of these

5) Which of the following would most effectively act as the primary objective of a business organisation?

- A To make a profit
- B To procure resources
- C To communicate with shareholders
- D To mediate between the organisation and the environment

6) Which of the following does the term Corporate Social Responsibility relate to?

- A Ethical conduct
- B Environmental practice
- C Community investment
- D All of the above

7) What is Ethics to do with?

- A The wider community
- B Business
- C Right and wrong
- D Nothing

8 Which legislation relates to the concept of business ethics?

- A** Freedom of Information Act
- B** Food Act
- C** Building regulations
- D** All of these

9 A stakeholder orientation includes all of the following activities except:

- A** Generating Data About Stakeholder Groups
- B** Assessing The Firm's Effects On Stakeholder Groups
- C** Distributing Stakeholder Information Throughout The Firm
- D** Minimizing The Influence Of Stakeholder Information On The Firm

10 An _____ is a problem, situation, or opportunity requiring an individual, group, or organization to choose among several actions that must be evaluated as right or wrong.

- A** Crisis
- B** Ethical Issue
- C** Indictment
- D** Fraud

11 What type of justice exists if employees are being open, honest, and truthful in their communications at work?

- A** Procedural
- B** Distributive
- C** Ethical
- D** Interactional

12 Better access to certain markets, differentiation of products, and the sale of pollution-control technology are ways in which better environmental performance can:

- A** Increase Revenue
- B** Increase Costs
- C** Decrease Revenue
- D** Decrease Costs

13 Atmospheric issues include all of the following except:

- A** Acid Rain
- B** Global Warming
- C** Air Pollution
- D** Water Quantity

14 Most companies begin the process of establishing organizational ethics programs by developing:

- A** Ethics Training Programs
- B** Codes Of Conduct
- C** Ethics Enforcement Mechanisms
- D** Hidden Agendas

15 When a firm charges different prices to different groups of customers, it may be accused of:

- A** Cultural Relativism

- B** Money Laundering
- C** Facilitating Payments
- D** Price Discrimination

16 Successful global initiatives addressing standards for business must begin and end with:

- A** the role of corporate governance and shareholder power in corporate decision making
- B** social activism
- C** the implementation of standardized ethics programs
- D** the consolidation of economic and environmental efforts

17 The social economy partnership philosophy emphasizes:

- A** Cooperation and Assistance
- B** Profit Maximization
- C** Competition
- D** Restricting Resources and Support

18 Which of the following is a problem presented by ethics audits?

- A** They may be used to reallocate resources
- B** They identify practices that need improvement
- C** Selecting auditors may be difficult
- D** They may pinpoint problems with stakeholder relationships

19 The first step in the auditing process should be to secure the commitment of:

- A** Employees
- B** Top Executives and Directors
- C** Stockholders
- D** Customers

20 _____ refers to a strategic process involving stakeholder assessment to create long-term relationships with customers, while maintaining, supporting, and enhancing the natural environment.

- A** Eco-strategy
- B** Green marketing
- C** Superfund reauthorization
- D** Recycle and reprocess management

21 The hand-of-government refers to the

- A** Ability Of The Government To Interfere In Business Negotiations
- B** Role Of Corporations To Be Profitable Within The Law
- C** Effect Of National Politics On Business Decisions
- D** Impact Of Changing Government Regulations

22 An organisation's obligation to act to protect and improve society's welfare as well as its own interests is referred to as

- A** Organisational Social Responsibility
- B** Organisational Social Responsiveness
- C** Corporate Obligation
- D** Business Ethics

23 Managerial ethics can be characterised by all of the following levels except

- A** Immoral Management
- B** Amoral Management
- C** Demoral Management
- D** Moral Management

24 Which of the following is not one of the underlying principles of the corporate governance Combined Code of Practice?

- A** Openness
- B** Integrity
- C** Accountability
- D** acceptability

25 A company may become insolvent if it

- A** has negative working capital
- B** cannot meet its budgeted level of profit
- C** makes a loss
- D** cannot pay creditors in full after realisation of its assets

26 Fraudulent trading may be

- A** a civil offence committed by any employee
- B** a criminal offence committed only by directors of a limited company
- C** a civil and a criminal offence committed only by directors of a limited company
- D** a civil and a criminal offence committed by any employee

Answer: Companies Act 2006 and Insolvency Act 1986

27 Directors may not be disqualified for

- A** continuing to trade when the company is insolvent
- B** persistent breaches of company legislation
- C** paying inadequate attention to the company finances
- D** being convicted of drunken driving

28 Which of the following actions will not help directors to protect themselves from non-compliance with their obligations and responsibilities?

- A** keeping themselves fully informed about company affairs
- B** ensuring that regular management accounts are prepared by the company
- C** seeking professional help
- D** including a disclaimer clause in their service contracts

29) The OECD argues that corporate governance problems arise because:

- A** Ownership and control is separated
- B** Managers always act in their own self interest
- C** Profit maximization is the main objective of organizations
- D** Stakeholders have differing levels of power

30) A director of a limited company may not be liable for wrongful trading if he or she

- A** took every step to minimise the potential loss to creditors
- B** increased the valuation of its inventories to cover any potential shortfall
- C** introduced into the balance sheet an asset based on a valuation of its brands sufficient to meet any shortfall

D brought in some expected sales from next year into the current year

31 Directors' responsibilities are unlikely to include.

A a fiduciary duty

B a duty to keep proper accounting records

C a duty to propose high dividends for shareholders

D a duty of care

32 The phrase teleological ethics means _____

a) actions can be judged as right, wrong or fair

b) actions can be judged by personal behaviour

c) actions can be judged only by its consequences

d) None of the above

33) Green washing means _____

a) Transforming products to be more ethical

b) Making a product appear more ethical than it really is

c) Convincing the customers to buy ethical.

d) Converting company to Green production methods.

35 The view that business exists at society's pleasure and businesses should meet public expectations of social responsibility is the

A iron law of responsibility argument

B enlightened self-interest argument

C capacity argument

D anti-freeloader argument

36 In a _____ organization, decision making is delegated as far down the chain of command as possible.

A Decentralized

B Creative

C Flexible

D the consolidation of economic and environmental efforts

37 Which of the following is NOT one of the primary elements of a strong organizational compliance program?

A A written code of conduct

B An ethics officer

C Significant financial expenditures

D A formal ethics training program

38 Codes of conduct and codes of ethics

A Are Formal Statements That Describe What An Organization Expects Of Its Employees

B Become Necessary Only After A Company Has Been In Legal Trouble

C Are Designed For Top Executives And Managers, Not Regular Employees

D Rarely Become An Effective Component Of The Ethics And Compliance Program

39 Which of the following is not a driver of responsible competitiveness?

- A Policy drivers
- B Development drivers
- C Business action
- D Social enablers

40 The ability to interpret and adapt successfully to different national, organizational, and professional cultures is called:

- A National Competitiveness
- B Global Development
- C Cultural Intelligence
- D Stakeholder Sensitivity

41) For referent power to be effective, what must exist between individuals in the relationship?

- A Antipathy
- B Rivalry
- C History
- D Empathy

42) To be successful, business ethics training programs need to:

- A focus on personal opinions of employees
- B be limited to upper executives
- C educate employees on formal ethical frameworks and models of ethical decision making
- D promote the use of emotions in making tough ethical decisions

43 A high-commitment approach to environmental issues may include all of the following except:

- A Risk Analysis
- B Stakeholder Analysis
- C Green-Washing
- D Strategic Sustainability Auditing

44 Stakeholders are considered more important to an organization when:

- A they can make use of their power on the organization
- B they do not emphasize the urgency of their issues
- C their issues are not legitimate
- D they can express themselves articulately

45 The _____ dimension of social responsibility refers to a business's societal contribution of time, money, and other resources.

- A Ethical
- B Philanthropic
- C Volunteerism
- D Strategic

46 The four types of social responsibility include:

- A Legal, Philanthropic, Economic, And Ethical
- B Ethical, Moral, Social, And Economic

C Philanthropic, Justice, Economic, And Ethical

D Legal, Moral, Ethical, And Economic

47 Which of the following is an example of an area where business ethics apply?

A Conduct of international operations

B Nowhere

C In the personal life of staff

D None of the above

48 Who are organisational stakeholders?

A Government

B Employees

C Customers

D All of the above

49 What is green washing?

A Transforming products to be more ethical

B Making a product appear more ethical than it really is

C Converting the company to green production methods

D Convincing customers to buy ethically

50 What is triple bottom line?

A An accounting tool that looks at the impact on people, planet and profits

B A management strategy which states all the attention should be on profits

C An accounting tool that looks at cost, profit and loss

D A management strategy which focuses on corporate social responsibility

51 Why do alternative organizations run differently from conventional shareholder led approach?

A They do not have shareholders

B They are run in non-hierarchical ways which aim to provide a positive impact on society rather than to make profit

C They prioritize corporate social responsibility

D They aim to give money to charities and good causes

52 What does an Ethical Foundation for an organisation embody?

A The structure, operational and conduct of the activities of the organization

B The basic principles which govern the external and internal relations of the organization

C Neither of the above

D All of these

53 A _____ sets out the purpose and general direction for the organisation?

A Mission statement

B Purpose statement

C Vision

D Profit statement

54 What is the purpose of a balanced scorecard?

A To measure contribution of people to business growth

- B** To combine a range of qualitative and quantitative indicators of performance
- C** To relate business performance to customer satisfaction
- D** All of the above

55 What, according to Adam Smith, is the best way to promote collective interest?

- A** Through government making decisions about what is in the public interest
- B** Through everyone working together to support each other
- C** Through everyone working on their own self-interest
- D** Through individuals forgoing their personal interest for the good of the collective

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