MOCK MCQ TEST

SUBJECT: BUSINESS ETHICS AND CSR

PAPER CODE: B.Com 207

<u>FO</u>R PRIVATE CIRCULATION

DELHI INSTITUTE OF ADVANCED STUDIES

Plot No. 6, Sector-25, Rohini, Delhi-110085
(Approved by AICTE and Affiliated with GGSIP University for B.Com (H), BBA, MBA & MBA (FM) Programmes)
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MULTIPLE CHOICE QUESTIONS

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1. Business ethics deals primarily with
   A. Social responsibility.
   B. the pricing of products and services.
   C. moral obligation.
   D. being unfair to the competition

2. Ethics are important because
   A. suppliers prefer to deal with ethical companies.
   B. customers prefer to deal with ethical companies.
   C. employees prefer to deal with ethical companies.
   D. all of the choices.

3. Benefits derived from social responsibility include;
   A. enhanced organizational efficiency
   B. producing better products
   C. attracting people who want to work for the firm
   D. both A & C

4. Unethical behavior is often triggered by
   A. pressure from higher management to achieve goals.
   B. an organizational atmosphere that condones such behavior.
   C. both a & b
   D. a system of checks and balances

5. Building a sustainable environment includes
   A. developing a green supply chain
   B. omitting hazardous emissions
   C. both a & b
   D. writing a code of ethics

6. Which of the following are true
   1) Ethical dilemmas arise when it is thought that serious good and bad are bound together in the same activity
   2) Ethics uses the instrument of coercion to oblige its subjects
   3) Ethical behavior is dependent on the conditions and circumstances under which an action/event takes place
   4) Codes of Conduct form a part of ethical training
   A. 1 and 3

   B. 1, 3 and 4
   C. 1,2 and 3
   D. 2, 3 and 4

7. Which of the following statements is most appropriate to describe deontological ethics?
   A. The central idea is that the right or wrong consideration is what makes the act right or wrong, other things being equal
   B. The central idea is that an adherence to the codes prescribed under the duty one is employed in makes for the right action
   C. The central idea is that right and wrong are relative to time and circumstance
   D. The central idea is that right and wrong are determined by humans according to their subjective conscience

8. If you don't have ……………………………………., you can really get in trouble for lying, cheating or deceiving others.
   A. Communication
   B. Cooperation
   C. Honesty
   D. Integrity

9. Which of the following are the functions of a code of ethics?
   1) It can express a shared commitment on the part of a professional society's members to strive to satisfy certain ethical standards and principles.
   2) It can help foster an environment in which ethical behavior is the norm
   3) It can serve as a guide or reminder in specific situations
   4) A code can be a valuable academic and educational legacy for an organization.
   Which of the following are correct?
   A. 1 and 3
   B. 1,2 and 3
   C. 1,2,3 and 4
   D. 1 and 2

10. Values and ethics shape the-
   A. Corporate unity
   B. Corporate discipline
   C. Corporate culture
   D. Corporate differences

11. 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

12. 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

13. Which of the following is an example of a value?

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A. Justice
B. Happiness
C. Security
D. All of the above

14. Most companies begin the process of establishing organizational ethics by developing:
    A. Ethics training programme
    B. Code of conduct
    C. Ethical enforcement mechanism
    D. Hidden agenda

15. 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

16. A whistle blower is an employee who
    A. exposes organizational wrongdoing.
    B. complains a lot to company management.
    C. engages in unethical behavior.
    D. refers disputes with other employees.

17. Stress management is about learning
    A. How to avoid the pressures of life
    B. How to develop skills that would enhance our body's adjustment when we are subjected to the pressures of life
    C. Both '1' & '2' are true
    D. None of the above

18. Which of the following statements is true about stress management
    A. Stress management is learning about the connection between mind and body
    B. Stress management helps us control our health in a positive sense
    C. Stress management teaches us to avoid all kinds of stress
    D. Only '1' & '2' are right

19. Which of the following are the basic sources of stress
    A. The Environment
    B. Social Stressors
    C. Thoughts
    D. All of the above

20. Examples of environmental stressors are
    A. Weather
    B. Financial problems
    C. Substandard housing
    D. All are correct

21. The following are the characteristics of Positive Stress
    A. It improves performance
    B. It feels exciting
    C. It motivates

D. All of the above

22. The following are the characteristics of Negative Stress
    A. It causes anxiety
    B. It feels unpleasant
    C. It decreases performance
    D. All of the above

23. Which of the following are the examples of negative stressors
    A. Unemployment
    B. Legal problems
    C. Divorce
    D. All of the above

24. What thoughts come to the mind when you're under negative stress
    A. You think that you can cope with the situation
    B. You think that you cannot cope with the situation
    C. You think that everything will get fine eventually
    D. You think that you will get hep immediately

25. _____ is not a process tools for TQM systems
    A. process flow analysis
    B. histograms
    C. plier
    D. control charts

26. Total Quality Management (TQM) focuses on
    A. Employee
    B. Customer
    C. Both (a) and (b)
    D. None of the above
    Answer: C

27. The extent to which employee's work meets his professional needs is called as
    A. Quality Circle
    B. Quality of work life
    C. Quality programme
    D. Quality cycle
    Answer: B

28. The portion of Vedas that deals with rituals is known as _____.
    A. Mantras
    B. Brahmanas
    C. Aranyakas
    D. Upanishads

29. Which one of the following is not recommended as a method for a company to protect itself against sexual harassment charges?
    A. Develop a zero-tolerance policy on harassment and communicate it to employees.
    B. Retaliate swiftly against employees who bring forth charges of harassment.
    C. Give swift and sure punishment to harassers.
    D. Train managers at all levels on sexual harassment issues.

30. Jnana yoga is
    A. the personality of the gods are important.
    B. the way of knowledge through scriptures.
    C. what Christians mean by "soul."
    D. concentrate fully and completely on each duty.
31. What are the two types of change management?
    A. Real change and superficial change
    B. Incremental change and circular change
    C. Radical change and transformational change
    D. Incremental change and transformational change
32. The biggest challenge in planning for change is:
    A. Who will be affected by the change
    B. Anticipating its unintended, unexpected outcomes
    C. Deciding who should implement the change
    D. Communicating why the change is needed
33. Which of the following are the causes of resistance to change?
    A. Fear of unknown
    B. Peer pressure
    C. Fear of economic loss
    D. All of the above
34. Managing change is an integral part of _____.
    A. top management's job
    B. middle-level management's job
    C. the first-line manager's job
    D. every manager's job
35. .Internal forces that stimulate the need for change tend to originate primarily from the impact of external forces or from _____.
    A. the forces of competition
    B. change in technology
    C. customer demand for the products the company produces
    D. the internal operations of the organization
36. Which of the following is not a dimension of progress?
    A. Personal
    B. Social
    C. Institutional
    D. Environmental
37. Which of the following is the pre-requisite to create blueprint for success?
    A. Build a team
    B. Develop a plan
    C. Understand the environment
    D. All of the above
38. Identify the principles of achieving competitive success
    A. Hard work
    B. Self- Discipline
    C. Both A and B

D. None of the above

39. Identify the components of success
    A. Achievement, happiness, legacy, significance
    B. Achievement, Creativity, legacy, significance
    C. Ensure cashflows, happiness, legacy, significance
    D. None of the above

40. Following are the steps in the process of transformation
    1. Establish shared vision
    2. Make and communicate strategy
    3. Establish right metrics
    4. Build the right team
   Identify the correct sequence
    A. 1,3,2,4
    B. 1,2,3,4
    C. 1,4,3,2
    D. 4,3,2,1

41. The biggest challenge in planning for change is:
    A. Who will be affected by the change
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    D. Communicating why the change is needed

42. What are the key characteristics of transactional leaders?
    A. Guiding, mentoring and motivating
    B. Guiding, commanding and motivating
    C. Guiding, demonstrating and motivating
    D. Guiding, mentoring and demonstrating

43. How can you describe the thinking and outlook of transformational leaders?
    A. Strategic
    B. Operational
    C. Functional
    D. Developmental

44. The organization will never be able to make the necessary changes without
    A. Top management commitment
    B. Employees
    C. Workers
    D. None of the mentioned

45. Personal characteristics to be a successful entrepreneur include
    A. Understanding environment
    B. Creating management options
    C. Encourage open discussion
    D. All of the above

46. The goal of corporate governance and business ethics education is to:
    A. Teach students their professional accountability and to uphold their personal
    B. Integrity to society.
    C. Change the way in which ethics is taught to students.

    D. Create more ethics standards by which corporate professionals must operate.

47. The corporate governance structure of a company reflects the individual companies':
    A. Cultural and economic system.
    B. Legal and business system.
    C. Social and regulatory system.
    D. All of the above.

48. Under the _____, both internal and external corporate governance mechanisms are intended to induce managerial actions that maximize profit and
    A. shareholder value.
    B. Shareholder theory.
    C. Agency theory.
    D. Stakeholder theory.

49. An organization's appropriate tone at the top promoting ethical conduct is an example of:
    A. Ethics sensitivity.
    B. Ethics incentives.
    C. Ethical behavior.
    D. Consequentialist.

50. An independent director is one who:
    A. Did not attend a school supported by the company.
    B. Does not have outside relationships with other directors.
    C. Does not have any other relationships with the company other than his or her
    D. directorship.
    E. All of the above

51. Which of the following regarding corporate governance is correct?
    A. Corporate governance can temper growth.
    B. Good corporate governance can result in excessive risk-taking.
    C. Corporate governance often result in prompt and effective decision-making.
    D. The aim of corporate governance is to protect the interests of shareholders and the local economies.

52. What is meant by the phrase CSR?
    A. Corporate Social Responsibility
    B. Company Social Responsibility
    C. Corporate Society Responsibility
    D. Company Society Responsibility

53. What is Green washing?
    A. Transforming products to be more ethical
    B. Making product more ethical than it really is
    C. Converting company to green production methods
    D. Convincing customers to buy ethically

54. _____ focus on maximizing profits while obeying laws.
    A. Ethical CSR
    B. Desirable CSR
    C. Legal CSR
    D. Benevolent CSR

55. 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.

56. 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

57. How many dimensions of CSR are defined by Caroll?

A. 6

B. 5

C. 4

D. 3

58. The framework for establishing good corporate governance and accountability was Originally setup by

A. Nestle committee

B. Rowntree committee

C. Cadbury committee

D. Thornton committe

59. Which of the following is not one of the underlying principles of the corporate Governance combined code of practice?

A. Accountability

B. Openness

C. Acceptability

D. Integrity

60. Director's responsibilities are unlikely to include

A. a duty to keep proper accounting records

B. a fiduciary duty

C. a duty to propose high dividends for shareholders

D. a duty of care

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ANSWER KEY

1	C	11	D	21	D	31	D	41	B	51	A
2	D	12	C	22	D	32	B	42	C	52	A
3	D	13	D	23	D	33	D	43	D	53	B
4	C	14	B	24	B	34	D	44	A	54	C
5	C	15	A	25	B	35	A	45	D	55	A
6	B	16	A	26	C	36	C	46	C	56	B
7	A	17	B	27	B	37	D	47	D	57	C
8	C	18	D	28	A	38	C	48	A	58	C
9	C	19	D	29	B	39	A	49	C	59	C
10	C	20	D	30	B	40	B	50	C	60	C