

(Please write your Exam Roll No.)

Exam Roll No.

END TERM EXAMINATION

THIRD SEMESTER [BBA] NOVEMBER-DECEMBER 2018

Paper Code: BBA-205

**Subject: Business Ethics and Corporate
Social Responsibility**

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five Questions.

- Q1 (a) Explain types and formation of values (7)
(b) Write a note on ethical decision making (8)
- Q2 What is the relevance of ethics and values in modern day business? Also explain the consequences of adopting unethical behaviour. (15)
- Q3 (a) Explain difference between knowledge and Wisdom worker (7)
(b) What are the consequences of stress and how stress can be managed?(8)
- Q4 Write notes on
(a) Total Quality Management (7)
(b) Work Life Balance (8)
- Q5 Explain needs process and challenges of transformation. (15)
- Q6 Discuss the success story of business gurus by taking suitable examples from the corporate world. (15)
- Q7 Discuss salient features of Consumer Protection Act, 1986. (15)
- Q8 Why corporate social responsibility is gaining greater significance in present context? (15)

END TERM EXAMINATION

THIRD SEMESTER [BBA] FEBRUARY 2023

Paper Code: BBA205

**Subject: Business Ethics and
Corporate Social Responsibility**

Time: 3 Hours

Maximum Marks: 75

Note: Attempt any five questions.

- Q1 a) In the light of current scenario, highlight and describe why ethics is gaining prominence in business. (7)
b) Differentiate between corporate social responsibility and Corporate Governance. What are the responsibilities of organizations towards employees? (8)
- Q2 Explain the process of handling consumer complain as per the Consumer Protection Act. (15)
- Q3 a) What is Total Quality Management and elucidate the principles of TQM? (7)
b) Define quality of work life. Explain the strategies to deal with the challenges of work life balance. (8)
- Q4 What is the process of value formation? Describe the value system of Indian Managers. (15)
- Q5 Illustrate the story of a successful Business Guru that you admire. Also, elaborate on the qualities in them that you admire. (15)
- Q6 Explain the sources of stress in modern times. Discuss how detached involvement can help deal with stress at work place? Also, describe "Nishkam Karma". (15)
- Q7 Define success. Why is there need for transformation? Illustrate (15)
- Q8 What is ethical dilemma? Illustrate with an example to explain the ethical decision-making process. (15)
