FINAL EXAMINATION

COURSE	**:**	**BUSINESS ETHICS**
COURSE CODE	**:**	**PBS2243**
DURATION	**:**	**02 HOURS**

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **THREE (3)** parts   : PART A (24 questions)
    : PART B (26 questions)
    : PART C (01 question)

2. Answer ALL questions from PART A, PART B and PART C
    i.   Answer PART A in the True and False Answer Sheet
    ii. Answer PART B in the Objective Answer Sheet
    iii. Answer PART C in the Answer Booklet provided

3. Please check to make sure that this examination pack consists of:
    i.   The Question Paper
    ii. An Answer Booklet
    iii. An Objective Answer Sheet
    iv. A True and False Answer Sheet

4. Do not bring any material into the examination hall unless permission is given by the invigilator.

5. Please write your answer using a ball-point pen**.**

MYKAD NO   : _____

ID. NO.   : _____

LECTURER   : _____

SECTION   : _____

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

The question paper consists of 10 printed pages

MAR2024/B/PBS2243

PART A: TRUE OR FALSE
Indicate whether the statement is True or False.

1. **(1 point)**
   People usually resolve ethical issues in their daily lives based on their self-reflection is one of the individual factors in decision making.

2. **(1 point)**
   Only positive incentives can affect the perceived importance of ethical issues.

3. **(1 point)**
   Ethical issue density is one of the elements in the framework of ethical decision making.

4. **(1 point)**
   A senior employee has greater knowledge of how to deal with complex ethical issues.

5. **(1 point)**
   In accordance to individual factors, women are more sensitive to unethical behavior and less tolerant with it.

6. **(1 point)**
   Organizational values and individual values should not be aligned in order to create a positive work attitude.

7. **(1 point)**
   Corporate culture is a set of values, beliefs, goals, norms, and ways to solve problems that employees of an organization share.

8. **(1 point)**
   An organization has a greater influence on decision making than a person's values.

9. **(1 point)**
   External control believes the events in their lives are due to uncontrollable forces.

10. **(1 point)**
    If intention and behavior are not consistent with ethical judgement, most business people tend to make ethical mistakes.

11. **(1 point)**
    Leaders are the key factors that influence an organization's corporate culture.

12. **(1 point)**

    Leaders need to use multiple channels to communicate ethical standards.

13. **(1 point)**

    One role of leadership is maintaining commitment from top managers.

14. **(1 point)**

    A leader who mobilizes the team towards a common vision and focuses on end goals is called an authoritative leader.

15. **(1 point)**

    A coercive leader brings the team to focus on the goal only.

16. **(1 point)**

    Developing people for future is the responsibility of a coach leadership.

17. **(1 point)**

    Being transparent is one of the habits of strong ethical leaders.

18. **(1 point)**

    The leader who has strong personal character will always "walk the talk".

19. **(1 point)**

    Ethical leaders are role models for the organization's values.

20. **(1 point)**

    Proactive habits of ethical leaders are actions taken when people act in advance to prevent problems from occurring.

21. **(1 point)**

    Showing high concern for people and performance is referring to an apathetic culture.

22. **(1 point)**

    Dress codes are not an example of corporate culture.

23. **(1 point)**

    If a firm's culture rewards unethical behavior, indirectly employees will act unethically.

24. **(1 point)**

    Motivation is defined as a group of people appointed for a specific function by a larger group and typically consisting of members of that group.

PART B: MULTIPLE CHOICE
Choose the BEST ANSWER.

1. **(1 point)**
   Which of the following is **NOT** an element in the ethical decision making framework?

   A. individual factors
   B. organizational factors
   C. salary
   D. opportunity

2. **(1 point)**
   Which of the following is **NOT** an individual factor in decision making?

   A. Gender
   B. Monthly income
   C. Nationality
   D. Age

3. **(1 point)**
   "Worker who has more knowledge and work experience is better in making ethical decision"

   Referring to the above statement, which of the following is related to individual factors in decision making?

   A. Opportunity
   B. Salary
   C. Education
   D. Monthly income

4. **(1 point)**
   Which of the following is related to a situation where the staff simply follow the direction given by the leader in order to resolve business?

   A. Corporate culture
   B. Ethical climate
   C. Significant others
   D. Obedience to authority

5. **(1 point)**
   Company can have a greater impact on ethical decision making rather than a person's own values. This kind of action refers to _____.

   A. organizational factors
   B. ethical issue factors
   C. individual factors
   D. salary factors

6. **(1 point)**
"The extent to which individuals believe they can control events affecting them."

Which of the following would be associated with the above statement?

A. Locus of control
B. Opportunity control
C. Expert control
D. External control

7. **(1 point)**
Which of the following is **FALSE** about opportunity in ethical decision making?

A. Relates to permitting ethical or unethical behaviour
B. Rewards and punishments play a key role
C. Relates to the employee's immediate job context
D. Organization that has complex and changing environments

8. **(1 point)**
Which of the following is the crucial element in the framework of ethical decision making in order to prevent business people from committing unethical issues?

A. Business going abroad strategies
B. Business selling product's technique
C. Business aggressive marketing's skills
D. Business ethics evaluations and intentions

9. **(1 point)**
In an ethical decision-making framework, people believe that their lives are based on their own efforts and skills. The statement refers to _____.

A. locus of control
B. external control
C. leadership control
D. internal control

10. **(1 point)**
In business ethics evaluations and intentions, what would happen if an individual's intentions and behaviors were not consistent with ethical judgements?

A. Guilt
B. Strange
C. Happy
D. Angry

11. **(1 point)**
"A person who has the authority to guide and direct others towards the achievements of a goal. "

Which of the following **BEST** describe the statement above?

A. Power
B. Motivation
C. Leadership
D. Opportunity

12. **(1 point)**
The affiliative leader is a leader who has to work to create _____ that brings feelings of bonding and belonging to the organization.

A. fear
B. overwhelming
C. emotional bonds
D. sensitivity

13. **(1 point)**
Which of the leadership styles is best applied when the team is already motivated and skilled?

A. Democratic leader
B. Affiliative leader
C. Pacesetting leader
D. Authoritative leader

14. **(1 point)**

"Situation when the leader needs fresh ideas"

Which leadership style is suitable for the above situation?

A. Affiliative leader
B. Democratic leader
C. Participative leader
D. Authoritative leader

15. **(1 point)**
The leader who wants to create employee satisfaction through negotiation or bartering for desired behaviors or levels of performance refers to _____.

A. Transactional leader
B. Movement leader
C. Transformational leader
D. Supportive leader

16. **(1 point)**
Which of the following is the habit of strong ethical leaders?

    A. Passion to do it right
    B. Ignore stakeholders' interests
    C. Seeking others mistake
    D. Disorganized

17. **(1 point)**
Which of the following are actions of proactive ethical leaders?

    A. Anticipate
    B. Disrespect
    C. Exception
    D. Procrastinate

18. **(1 point)**
It is important for ethical leaders to be _____ and actively involved in organization decision making.

    A. transparent
    B. self-interested
    C. reckless
    D. incompetence

19. **(1 point)**
"Leaders strive to raise employees' levels of commitment, foster trust and motivation". This statement is referring to _____.

    A. seller
    B. coach
    C. transactional
    D. transformational

20. **(1 point)**
Which of the following is **NOT** the best way for an ethical leader to consider their stakeholder interests?

    A. Pessimistic
    B. Monitoring situations
    C. Communicates
    D. Cooperates

21. **(1 point)**
Corporate culture may be expressed through direct or indirect comments that convey management wishes through a few elements **EXCEPT** _____.

   A. legends
   B. law and principles
   C. dress codes
   D. promotions

22. **(1 point)**
Whistle blowing is associated with _____.

   A. exposing the people to do right thing and disseminate the action to stakeholder in an organization
   B. exposing an employer's wrongdoing to insiders such as organization and regulatory bodies
   C. exposing an employee's wrongdoing to insider such as media or government regulatory agencies
   D. exposing an employer's wrongdoing to outsider such as media or government regulatory agencies

23. **(1 point)**
"I want all the information today! As soon as possible" said Mr. Daud to his subordinate."
This situation indicates that Mr. Daud used _____ to the subordinate.

   A. motivation
   B. relativism
   C. power
   D. culture defamation

24. **(1 point)**
Megah Holding always celebrates their staff birthday every month. This behavior is referred to as group _____.

   A. norms
   B. values
   C. attitude
   D. prescription

25.   **(1 point)**
Which of the following is the **CORRECT** lists of the **FOUR (4)** organizational culture typologies?

A.   Caring, Exacting, Apathetic and Integrative
B.   Caring, Exciting, Alternative and Interaction
C.   Care, Establish, Amendment and Integrative
D.   Caring, Exacting, Apartheid and Integrative

26.   **(1 point)**
When two or more individuals in an organization have common interests, without an explicit organizational structure is referring to _____.

A.   large group
B.   formal group
C.   small group
D.   informal group

PART C: ESSAY
Answer ALL questions.

1. **(10 points)**
   Mr. Ali Mahdi is a production manager at MilkyBar Sdn Bhd. The company production always experiences problems caused by the production employees. As a result, Mr. Ali Mahdi always think about improving the employee's work quality and find the solutions to the problems faced by the company.

   Discover **FIVE (5)** types of power that Mr. Ali Mahdi can use to improve the behavior of the employees in his production department.

END OF QUESTION PAPER