

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)
