

Q 8-16

Define Human Values.

- 3 marks

or

Explain Human Values for Indian Managers.

- 4 marks

or

Explain different types of Human values.

- 3 marks.

↳ Human values refer to those values which are at the core of being human.

↳ The values which are considered basic inherent values in humans include truth, honesty, loyalty, love, peace etc.

↳ Because they bring out the fundamental goodness of human beings and society at large.

↳ Human Values are most important in life - so important that people are and should be ready to sacrifice almost anything to live with their values.

* Values for Indian Managers :-

- ↳ Respect for Individual
- ↳ Co-operation and Trust
- ↳ Non-Jealousy
- ↳ Purification of Mind
- ↳ Top quality product / service
- ↳ Work is worship
- ↳ Non covetousness
- ↳ Ethical & Moral Soundness
- ↳ Self discipline & self restraint
- ↳ Customer satisfaction
- ↳ Creativity etc.

* Different types of Human Values :-

↳ **Personal Values** :- It is personal to an individual both in terms of their possession and their use. For example: being ambition, cleanliness, discipline etc.

↳ **Family Values** :- These values comes from the lead of the family mostly father who transfer these values to their children, who further impart these values to future generation.

↳ **Social Values** :- These values are good for society. like being courtesy, charity, civic duty etc.

↳ **Moral Values** :- It enables an individual in making a distinction between right and wrong. For example being fairness, justice, human dignity etc.

↳ **Spiritual Values** :- They affect individual in his relations with himself. For example truth, beauty, goodness etc.

↳ **Cultural Values** :- It gives importance to preserve cultural practices, ceremonies, traditions etc. For example hospitality, social order etc.

↳ **Democratic values** :- Respect for individuality, equal treatment to all, social & religious right to all, duty towards nation etc.

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Q:-2 Discuss principles of quality of working life. - 4 marks

↳ Principle of Security :-

Job Security is at the top of their list. A worker who is free from the fear of loss of employment contributes more value to an organization.

↳ Principle of Equity :-

There should be no distinction among the owners, management and workers. There should be a fair reward for all of them.

↳ Principle of Individuality :-

Every individual employee should be motivated to make use of his existing capabilities.

↳ Principle of Democracy :-

There should be a democratic environment at the work place. Rights such as personal privacy, freedom of speech etc.

↳ Flexible work hours :-

If possible and required by any employee, then flexibility must be given in work hours.

↳ Open Environment :-

If there is an open environment where everybody is heard and their opinions respected, then it enhances QWL.

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Q:-3 Explain the Law of Karma. -7 marks

- ↳ It refers to the law of cause and effect.
- ↳ It says that the results that we get in our lives depends on the causes that we make.
- ↳ If we do good, good shall come to us and if we do bad things then bad things will happen.
- ↳ It is strict and infallible. What goes around, comes around.
- ↳ Karma includes our thoughts, words and actions. It teaches that our thoughts, words and actions must always be good and positive if we want to get good and positive results in our lives.
- ↳ There is a deep knowledge about Karma in Hinduism which includes a detailed guidance of what are good and bad karmas.
- ↳ It means "As you sow, so shall you reap".

* Law of Karma useful for Managers / Professionals :-

- ↳ When manager works according to the law of karma then he/she will be careful in making sure that their decisions and actions do not harm anyone.

↳ The focus of doing good karma leads an organization to do 'good acts' for the society.

↳ This helps to create a peaceful co-existence of the organisation and its environment.

↳ It also help managers to respect the human dignity of each and every employee of the organisation.

↳ The managers focusing on karma will always be good to the employees and such positive environment motivates the employees to work for the betterment of the organization and not only their self-interests.

↳ Practically, the entire organization which creates a good cause will gain trust from people and will earn a goodwill and also profitability. It will lead to overall growth of the organisation.

Q:4. Write short note on : Ethics in Ramayana. -7 marks.

↳ Ramayan is a book of ideal behaviour.

Even when there were painful twists in the story of Rama's life, there was a lesson to learn.

↳ Every character and every development in the story told in Ramayana is a valuable lesson for us all.

↳ Lord Rama's life was one of ethics and ideals, he preferred hardships of the jungle to the luxuries of the palace just because there were promises to keep.

↳ Ultimately good won over evil, but gave us lessons in ethics, integrity and righteous behaviour.

↳ Ramayan is an epic is an eternal source of guidance to mankind about how to live life in a manner such that it benefits society and commits no acts that one lives to regret later.

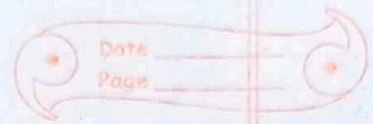
↳ Lord Rama is not the only one whose actions leave an indelible mark on our minds. Almost every person of the Ayodhya royals i.e. the family of Maharaj Dashrath is steeped in principles.

- ↳ If one were to observe closely, the Ramayan gives us a number of lessons in ethics.
- ↳ From Ramayan we learnt that family is important by loving step-mother Kaikeyi, kept father's promise etc.
- ↳ We learnt to be careful of temptations from the story of ~~marich~~ golden deer, that changed everything.
- ↳ Follow instructions & don't alter plans arbitrarily by the instruction given to Lakshman to watch after over the Sita.
- ↳ Ram Setu showed even the smallest animal matters.
- ↳ Respect your enemy, we learnt from Ramayan as Ravana was given a proper funeral.
- ↳ It depicts characters that we should aspire to be like, such as the ideal father, ideal son, ideal brother, ideal leader, ideal wife etc.
- ↳ Important values and ethics can be taught to children by way of storytelling.

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Q:-5. What is ethical paradox? - 7 marks

In philosophy, ethical dilemmas, also called ethical paradoxes or moral dilemmas.

These are situations in which an agent stands under two conflicting moral requirements, none of which overrides the other.

For more refer. chapter - 3 Q:-2.

Q:-6. Explain Heinz dilemma? Who developed it? - 4 marks

Heinz Dilemma was developed by Lawrence Kohlberg.

↳ Heinz dilemma is a story about an ethical dilemma faced by a character named Heinz.

↳ It was used by Lawrence Kohlberg to assess the moral reasoning skills of those he asked to respond to it.

↳ It is story of stages of moral development.

↳ A woman was on her deathbed. There was one drug that the doctor thought might save her.

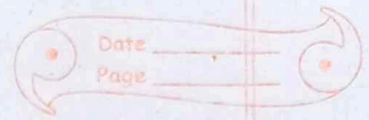
↳ Having exhausted every other possibility, Heinz must decide whether to steal an expensive drug that offers the only hope of saving his dying wife.

↳ No, to solve this Heinz's dilemma, the thinker has three options. Heinz should not steal the drug because it is disobedience of law. Heinz can steal the drug but should be punished by the law and no law should punish him.

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Q:-7 Elaborate terms : Idealism and Realism. — 3 marks.

* Idealism :-

Idealism is the practice of forming ideals or living under their influence.

It is based on the notion that reality is grounded in human consciousness.

For example :- You might have the idealistic goal of bringing an end to childhood poverty in the world.

When you are idealistic, you dream of perfection, whether in yourself or other people.

* Realism :-

Realism is a concern for fact or reality and rejection of the impractical and visionary.

It is the viewpoint which accords to things which are known in nature which is independent of whether anyone is thinking about them.

For example :- A work of realism might chronicle the life of an average farmer.

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