ISLAMIC UNIVERSITY OF TECHNOLOGY (IUT)
ORGANISATION OF ISLAMIC COOPERATION (OIC)
Department of Computer Science and Engineering (CSE)

SEMESTER FINAL EXAMINATION   SUMMER SEMESTER, 2018-2019
DURATION: 3 Hours   FULL MARKS: 150

Hum 4441: Engineering Ethics

Programmable calculators are not allowed. Do not write anything on the question paper.
There are **8 (Eight)** questions. Answer any **6 (Six)** of them.
Figures in the right margin indicate marks.

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1. a) Explain Intrapersonal and Interpersonal Conflict.   8
    b) What conflicts arise in an organization? Explain how managing conflicts and engaging in   7
       effective negotiations are the key factors for an organization to success.
    c) "PointCast Network Inc." was a popular start-up in Silicon Valley in 1997. One of the   10
       world's largest communications companies—"Rupert Murdoch's News Corporation"
       made them an offer of $450 million. Hassett, the CEO of PointCast, was foolish for not
       accepting Rupert Murdoch's first or second offer. If Hassett's company would fully
       recovered from such massive losses, would he have been considered as foolish if he had
       not held out for more money?

2. a) There are a number of different ways of managing organizational conflict. Explain them?   10
    b) There are five common styles of handling conflicts? Which styles is being considered the   5
       most effective one?
    c) The fictional case study presented in the popular videotape Gilbane Gold focuses on   10
       David Jackson, a young engineer in the environmental affairs department of ZCORP,
       located in the city of Gilbane. The firm, which manufactures computer parts, discharges
       lead and arsenic into the sanitary sewer of the city. David faces a conflict situation that can
       be characterized by the four important moral claims. If they are all morally legitimate,
       what are some of the creative middle way possibilities?

3. a) How can conflict be avoided in a work place? Why mid-level conflict is considered good   3+4
       for an organization?
    b) What are some primary causes of conflict at work?   10
    c) What are the outcomes of workplace conflict? Which types of job are the most at risk for   5+3
       workplace violence?

4. a) What is the relationship between leadership and ethical behaviors?   8
    b) Is leadership universal? How does leadership differences around the world?   7
    c) Peter has been working with the Bigness Oil Company's local affiliate for several years.   10
       He is maintaining a strong, trusted relationship where Jesse, manager of the local facility,
       recommended Peter as the corporate consulting engineer. Peter heard a story about a
       mysterious loss in one of the raw petrochemicals receives by pipeline. Peter recognizes
       that state law requires him to report all spills. However, Jesse is not happy by Peter's
       intensions. What are the ethical issues in this case? How do you think Peter should deal
       with this situation?

5. a) What do you understand by leadership? Indra Nooyi is touted as being "unusually   10
       collaborative" for someone in charge of a Fortune 500 company; Indra Nooyi is not a
       typical CEO. How does she differ from other typical CEOs? What are the steps she had
    b) taken to lift PepsiCo to today's position?   5

c) How does servant leadership differ from authentic leadership? 5

d) An example of an authentic leader is Howard Schultz, the founder of Starbucks 5
coffeehouses. What are the advantages of adopting such a leadership style?
Why does Starbucks Coffee consider internal leadership development an important part of
its core business process?

6. a) You are currently a department manager and Jim is your "trusted assistant." You can trust 10
him to come to your aid, support you in your decisions, and be loyal to you. Now you
decided to promote him to be the assistant department manager. Apparently, Jim is not
liked by his colleagues in the department which could be a problem.
   i.   What would you do in this situation?
   ii. Would you still promote him?
   iii. How would you address this unpleasant situation within your department?

   b) Explain the ideas for developing yourself as an Authentic Leader. 5

   c) You are in charge to hire a manager for a fast-food restaurant. Manager will be in charge 10
of managing around 30 employees. There is a high degree of turnover among employees,
so retention will be an important priority. Most employees who work in the restaurant are
young and managers are often promoted from within new incoming manager may not
expect a warm welcome from employees. The position power of the manager will be
somewhat limited because employees are unionized. Therefore, the manager will have
limited opportunities for distributing pay raises or bonuses.
Design an approach to hire this manager. Which methods of employee selection would
you use? Explain why?

7. a) What is organizational culture? Why does organizational culture matter? 10

   b) Describe Nordstrom's organizational culture. What attributes of Nordstrom's culture do 5
you find most appealing?

   c) A TV station in Houston decided to strengthen its signal by erecting a new, tall (1,000- 10
foot) transmission antenna in Missouri City. The station contracted with a TV antenna
design firm to design the tower and the actual construction of the tower was done by a
separate riggers firm that specialized in such tasks. The riggers firm asked permission
from the design company to temporarily remove the antenna baskets but were refused.
Officials at the design firm said that the last time they gave permission to make similar
changes cost them thousands of dollars to repair so rather they should hire an engineering
consultant to examine their lifting plans. They also avoided visiting the site. So the riggers
devised a solution that was seriously flawed. When the riggers attempted to lift the top
section of the tower with the microwave baskets, the tower fell, killing seven men.
What conceptions of responsibility seemed most prevalent in this case? Can you suggest
other conceptions that might have helped avoid this tragedy?

8. a) What is engineering ethics? Analyze the concept "Great power brings great 5
responsibility".

   b) What is trade secret? Explain obligation of confidentiality of an engineer with a generic 10
case studies.

   c) In 1985, computer scientist David Parnas resigned from an advisory panel of the Strategic 10
Defense Initiative Organization (SDIO). He had concluded that SDI was both dangerous
and a waste of money. His concern was that he saw no way that any software program
could adequately meet the requirements of a good SDIO system. His resigning rested on
some ethical premises. Identify and discuss the ethical issues raised by David Parnas.