

POKHARA UNIVERSITY

Level: Bachelor
Programme: BBA
Course: Business and Society

Semester: Fall

Year: 2021
Full Marks: 100
Pass Marks: 45
Time: 3 hrs.

*Candidates are required to answer in their own words as far as practicable.
The figures in the margin indicate full marks.*

Section "A"

Very Short Answer Questions

Attempt all the questions. [10×2]

1. List the main advantages of women at work.
2. Write the concept of corporate citizenship.
3. What do you mean by stakeholder coalitions?
4. Give the concept of whistle blowing.
5. Explain ethic audit. Why it is important?
6. Make a distinction between agency theory and transaction cost economies.
7. State any four CSR activities of Nepalese companies.
8. Mention different types of stakeholders.
9. Define corporate social responsibility.
10. What is code of ethics?

Section "B"

Descriptive Answer Questions

Attempt **any six** questions. [6×10]

11. Define business. What are the force that shape business and society relationship?
12. Define CSR. Explain the pyramid of corporate social responsibility.
13. Compare and contrast Shareholder value theory and stakeholder theory. Which one is superior and why?
14. Define business ethics. Explain the various causes and consequences of ethical problem in business.
15. Explain in details the theories governing corporate governance.
16. Critically examine the corporate governance system in Nepalese Organization.
17. Discuss the major ethical business issues in Nepal.

Section "C"

Case Analysis

18. *Read the case situation given below and answer the questions that follow: [20]*
Chandani had just been hired as the head of the payroll department at R&S Electronic Service Company, a firm comprising 75 employees.

She had been hired by Bikram, the General Manager, who had informed her of the need for maintaining strict confidentiality regarding employee salaries and pay scales. He also told her that he had fired the previous payroll Department Head for breaking that confidentiality by discussing employee salaries. She had also been formally introduced to Asim, the owner, who had told her to see him if she had any questions or problems. Both Asim and Bikram had made her feel welcome.

Deepak's High Commissions

After three months of employment, Chandani began to wonder why Deepak, a service technician and Bikram's brother, made so much more in commissions than the other service technicians. She assumed that he must be highly qualified and must work rapidly because she had overheard Asim commending Deepak on his performance on several occasions. She had also noticed Asim and Bikram having lunch together frequently.

One day, Bikram gave Chandani the stack of work tickets for the service technicians for the upcoming week. The technicians were to take whatever ticket was on top when they finished the job they were working on. After putting the tickets where they belonged, Chandani remembered that she had a doctor's appointment the next morning and returned to Bikram's office to tell she would be late for work tomorrow.

Bikram Shows Favortism

When she entered Bikram's office, she saw Bikram give Deepak a separate stack of work tickets. As she stood there, Bikram told her that if she mentioned this to anyone, he would fire her. Chandani was upset because she understood that Bikram was giving the easier, high commission work to his brother. Chandani also realized that Bikram had the authority to hire and fire her. Because she had been at the company for only a short time, she was still a probationary employee. This was her first job since college. She wondered what she should do.

Questions:

- a) What are the ethical issues in this case?
- b) Is the family business different from other types of businesses with respect to employee treatment? If so, why?
- c) What was Chandani's ethical dilemma?
- d) What should Chandani have done? Why?