

(Please write your Exam Roll No.)

Exam Roll No. 03021401711

# END TERM EXAMINATION

FIFTH SEMESTER [BBA] DECEMBER 2013

Paper Code: BBA301

Subject: Values & Ethics in Business

BBA(TTM)301

BBA(MOM)301

Time : 3 Hours

Maximum Marks :75

Note: Attempt any five questions including Q.no.1 which is compulsory.

- Q1 Write short notes on any three of the following:- (5 x 3)
- (a) Values of Indian Managers
  - (b) Nishkam Karma and Sakam karma
  - (c) Total Quality Management
  - (d) Ethos of vadanta in management
- Q2 (a) What is stress management. Discuss different sources and consequences of stress. (8)
- (b) Discuss different types and formation of values. (7)
- Q3 What is the difference between knowledge worker and wisdom worker? Explain with suitable example who would be better choice out of knowledge worker and wisdom worker for the top position in an organisation. (15)
- Q4 (a) Explain need for transformation. What are the different challenges transformation faces. (8)
- (b) What is meant by measuring progress with reference to business administration? (7)
- Q5 (a) Differentiate between ethical and unethical behaviour. What are the benefits of business ethics? (8)
- (b) What are the pre requisites to create Blue Print for success? Explain success story of some business gurus. (7)
- Q6 Discuss business responsibility towards consumers, Employess and government. (15)
- Q7 What are the objectives of corporate governance? Differntiate between corporate management and corporate governance. (15)
- Q8 Define complainant. What are the reliefs available to a complainant under the consumer protection act? (15)

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