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OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCE AND EDUCATION

DEPARTMENT OF TECHNICAL, VOCATIONAL EDUCATION AND TRAINING

QUALIFICATION: DIPLOMA IN TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING: MANAGEMENT	
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FIRST OPPORTUNITY EXAMINATION QUESTION PAPER

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INSTRUCTIONS

1. This paper consists of two sections (section A and B).
2. Answer ALL the sections.
3. Read all the questions carefully before answering.
4. Number your answers clearly

THIS QUESTION PAPER CONSISTS OF 12 PAGES (Including this front page)

SECTION A

This section consists of 20 multiple choice questions. For each question, there are four possible answers A, B, C and D. Choose the one you consider correct. Write the question number and the letter of your choice. E.g., 1. D.

QUESTION 1

[20]

1. _____ and _____ in simple words mean principles or codes of conduct that governs transactions, in this case business transaction. [1]
 - A. Values and morals
 - B. Values and ethics
 - C. Standards and ethics
 - D. Morals and ethics

2. Being fair, honest, and ethical is one of the basic human needs. Every employee's desire is to be such himself and to work for an organisation that is fair and ethical in its practices. This relates to: [1]
 - A. Uniting People and Leadership
 - B. Creating Credibility
 - C. Satisfying Basic Human Needs
 - D. Improving Decision Making

3. When we trace the origin of business ethics, we start with a period where _____ was seen as the only purpose of existence for a business. [1]
 - A. Ethics
 - B. Morals
 - C. Standards
 - D. Profit maximisation

4. _____ is a wider term that includes many other sub ethics that are relevant to the respective field. [1]
- A. Business ethics
 - B. Standard ethics
 - C. King report standards
 - D. Policies
5. _____ are meant to analyse problems that come up in the day-to-day course of business operations. [1]
- A. Morals
 - B. Standards
 - C. Ethics
 - D. Procedure
6. An organisation that is believed to be driven by moral values is respected in the society even by those who may have no information about the working and the businesses or an organisation. This relates to _____: [1]
- A. Satisfying Basic Human Needs
 - B. Creating Credibility
 - C. Uniting People and Leadership
 - D. Improving Decision Making
7. Identify the option that says individual's moral judgements are about right and wrong. [1]
- A. Rules
 - B. Mores
 - C. Morals
 - D. Ethics

8. Refraining from using confidential information for unethical or illegal advantage. This relates to_____ . [1]
- A. Accountability
 - B. Confidentiality
 - C. Disclosure
 - D. Auditing
9. _____ is the overall estimation in which an organisation is held by its internal and external stakeholders based on its past actions and probability of its future behaviour. [1]
- A. Corporate ethics
 - B. Corporate standards
 - C. Corporate reputation
 - D. Corporate regulations
10. _____ is the system of rules, practices, and processes by which a company is directed and controlled. [1]
- A. Ethics
 - B. Constitution
 - C. Corporate governance
 - D. King report
11. A _____ exists when a person chooses to advance his or her own personal interests. [1]
- A. Fairness and honesty issue
 - B. Conflict of values
 - C. Business relationship problem
 - D. Conflict of interest

12. The Surgeon General's warning on cigarette packages about the health implications of smoking is an example of which of the following ethical issues? [1]

- A. Communications
- B. Relationships within a business
- C. Conflict of interest
- D. Honesty

13. Business ethics relates to _____: [1]

- A. Society's decisions
- B. An individual's or work group's decisions
- C. The standards for morally right and wrong conduct in business
- D. Government decisions

14. Today, most companies view social responsibility as _____: [1]

- A. An unnecessary burden
- B. A way to improve their brand
- C. A waste of time
- D. Too costly to implement

15. A supplier of pesticides has offered the farm manager a free two-week cruise if his firm gets a very large order from the store. The most ethical course of action for the store manager to take would be to. [1]

- A. Call the police
- B. Accept the offer
- C. Politely turn it down and discusses it with his supervisor
- D. Accept it if the pesticide in question meets quality standards

16. A successful fast food restaurant has been ignoring customers' concerns about the small war toys and toy guns included in their Kiddies meals. What should managers begin to focus on to improve the firms? [1]

- A. Social responsibility
- B. Moral standards
- C. Moral responsibility
- D. Ethical relativism

17. If the owner of a shoe store seeking a price reduction gives the manager of an athletic shoe manufacturing company a new personal computer. Which approach is the shoe store owner using to influence the manufacturer's decision making? [1]

- A. Tipping
- B. Bribery
- C. Computer impacting
- D. Discounting

18. Actions society deems unethical are _____: [1]

- A. Always illegal
- B. Socially responsible
- C. Illegal but socially responsible
- D. Not necessarily illegal

19. The most important step in understanding business ethics is _____: [1]

- A. Establishing codes of ethics
- B. Learning to recognize ethical issues
- C. Having efficient operations
- D. Implementing a strategic plan

20. Which of the following is an argument against social responsibility? [1]

- A. Businesses created many of the problems, so they should participate in finding solutions.
- B. Businesses may lose their focus on profit-making.
- C. As members of society businesses should do their fair share.
- D. The survival of a healthy economy depends on businesses being socially responsible.

SECTION B

This section consists of **nine (9)** structured questions. Answer **ALL** the questions.

QUESTION 2 [8]

Define the following terms associated with Business Ethics.

- 2.1 Corporate governance [2]
- 2.2 Social responsibility [2]
- 2.3 Bribery [2]
- 2.4 Discrimination [2]

QUESTION 3 [14]

Read the case study below carefully and answer the questions that follow.

The Head of Department was leaving for a consultation meeting in the morning, he asked John, a trainer to supervise the cleaning of the automotive workshop by trainees during the day. I already have plans to play tennis with my colleagues this afternoon, responds John. Around noon, John and his two colleagues made plans that required them to borrow the institution's car the next day. John decided to skip playing tennis and supervise the cleaning of the automotive workshop by trainees.

- 3.1 At what stage of moral development do you think John's decision was made? Justify your answer. [2]
- 3.2 Explain any three stages of moral development. [6]
- 3.3 What are the distinctions between traditional utilitarianism and rule utilitarianism and why did theorists create rule utilitarianism? [6]

QUESTION 4 [9]

4.1 Distinguish between ethics and business ethics. [4]

4.2 In your view, why is business ethics important in any business/company? [2]

4.3 State any three business ethical principles that you have learned in this course.[3]

QUESTION 5 [6]

Normative ethics involves supplying and justifying moral systems. Even though business ethics covers a variety of topics, there are three basic types of issues it focuses on.

Explain the three basic types of issues as outlined by Velasquez. [6]

QUESTION 6 [5]

Read the case study below carefully and answer the questions that follow.

Due to the economic downfall in Namibia, John was retrenched from his work as an artisan for five years in a local company. After retrenchment, John used his retrenchment benefits and his savings to start up an accommodation business. He uses the profit from his business to feed his family as well as to pay his children's school fees.

John as a landlord, and his tenant, a lady with two children both under the age of four years, have failed to pay rent for the past five months. John took legal action against her; an eviction order was granted. When John arrived, of course, accompanied by the police, it was cold and raining.

What would John do? Would he keep her until the weather improves after six months thereby letting his family starve and his children be kicked out of school due to unpaid school fees as well as turning his business into a charity - or would he evict her? Motivate your answer. [5]

QUESTION 7

[14]

Read the case study below carefully and answer the questions that follow.

The Case of the Collapsed Mine

In a town in West Zambia, miners were digging coal in a tunnel thousands of feet below the surface. Some gas build-ups had been detected during the two preceding days, and the director of safety had reported it to the mine manager. The build-up was sufficiently serious to have temporarily stopped operations until it was cleared. The manager of the mine decided that the build-up was only marginally dangerous, that he had coal orders to fill, that he could not afford to close the mine, and that he would take the chance that the gas would dissipate before it exploded. He told the director of safety not to say anything about the danger. Two days later, the gas exploded. One section of the tunnel collapsed, killing three miners, and trapping eight others in a pocket. The rest managed to escape.

The explosion was one of great force, and the extent of the tunnel's collapse was considerable. The cost of reaching the men in time to save their lives would amount to several million dollars. The problem facing the manager was whether the expenditure of such a large sum was worth it. What, after all, was a human life worth? Who should make the decision, and how should it be made? Did the manager owe more to the stakeholders of the corporation or to the trapped workers? Should he use the slower, safer, cheaper way of reaching them and save a large sum of money, or the faster, more dangerous, more expensive way, and possibly save their lives.

He decided on the latter way and asked for volunteers. Twelve dozen of men volunteered. After three days, the operation proved to be more difficult than anyone had anticipated. There had been two more explosions, and three of those involved in the rescue operation had already been killed. In the meantime, telephone contact had been made with the trapped men, who had been fortunate enough to find a telephone line that was still functioning. They were starving. Having previously read about a similar case, they decided that the only way for them to survive long enough for any one of them to be saved was to draw lots. Correctively they agreed to kill and eat the one who drew the shortest straw. They felt it was their duty that at least some of them be found alive; otherwise, the three who had died rescuing them would have died in vain.

After 20 days, seven men were finally rescued, alive; they had fed their fellow miners. The director of safety, who had detected the gas before the explosion, informed the newspaper of his report. The

manager was charged with criminal negligence, but before giving up his position, he fired the director of safety. The mine eventually resumed operation.

7.1 Discuss the ethical course of action that all parties in the case should have considered with a specific focus on steps that would have constituted ethical behaviour. [5]

7.2 In your view, what action should the director of safety take to make it morally justifiable? [5]

7.3 Explain two ethical principles that the mine manager neglected that led to the collapsing of the mine. [4]

QUESTION 8 [8]

Imagine the following scenario.

An elderly man who is hardly known in the community is looking for space for his child at the local vocational centre. At the same time a prominent businessman who provides financial assistance to the local TVET centres is also in need of space for his child at the same vocational centre. They both submitted their children's applications for admission at the local vocational centre. As a centre manager upon receiving the two applications, you realized that there is only one space available.

8.1 Using the rule of utilitarianism, explain what the centre manager should do. [2]

8.2 Suppose the centre manager decided to admit the businessman's child based on the support the centre received from his father; what implication does that action have on the TVET centre. [2]

8.3 Explain the two parts of the theory of rule utilitarianism. [4]

QUESTION 9**[12]**

Read the case study below carefully and answer the questions that follow.

Peter is a centre manager of a TVET training provider. As part of his duties, he supervises six middle managers; five of these managers are men. Only one of the managers is a black man, and one is a white female.

Peter is replacing one of the white male managers. He has advertised the position both internally and externally as required by his company's policies. After reviewing all the applications, he believes that Steve, a black employee of the company for 12 years, is the most qualified applicant. However, in the pool of applicants, there are three qualified white females and two qualified white men.

- 9.1 Morally, what should Peter do? Justify your answer. [3]
- 9.2 What are the three basic elements of discrimination in employment? [3]
- 9.3 According to the utilitarian view, why is discrimination in the workplace unethical? [2]
- 9.4 What kind of employment practices are clearly discriminatory? [2]
- 9.5 In your view, what does the concept preferential treatment entail? [2]

QUESTION 10**[4]**

A lady who works as a cleaner at the local restaurant noticed that the restaurant's chef typically reheats three- or four-day-old food and serves it as fresh. When she informed the manager, she was told to forget it.

- 10.1 According to ethical principles, what is the lady required to do? Motivate your answer. [2]
- 10.2 What is the difference between a whistle blower and whistle blowing? [2]

TOTAL MARKS: 100

END OF EXAMINATION PAPER