
Assessment

Ethics in Business

Second Edition

Complete this book, and you'll know how to:

- 1) Define ethics and identify your ethical concerns.
- 2) Identify the sources that shape ethical values and the factors that affect those values.
- 3) Identify and solve ethical problems with employees.
- 4) Identify and solve ethical problems with your boss.
- 5) Identify and solve ethical problems with peers.
- 6) Examine ethical dilemmas objectively and apply reasoned judgment to their resolution.
- 7) Design a plan to handle ethical problems that arise.



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Assessment Questions for *Ethics in Business, Second Edition*

Select the best response.

1. In situations involving relationships and responsibilities, the ethical decision is always readily clear.
 - A. True
 - B. False
2. Business ethics is:
 - A. A concern for the well-being of others
 - B. The need to comply with rules and morality
 - C. Concern for the effect of products or services on society
 - D. All of the above
3. Most managers find that their ethical problems are mainly related to:
 - A. Violations of laws, rules, and codes of conduct
 - B. Routine business practices
4. When senior managers make a decision, other managers usually:
 - A. Accept it without judging its ethical aspects
 - B. Routinely judge its ethical aspects
5. Our ethical values are:
 - A. Established at birth
 - B. Influenced by many factors throughout life
6. To survive in a competitive world, business ethics have to differ from ethical standards in general.
 - A. True
 - B. False
7. In making a decision involving the life and well being of other people, a manager should:
 - A. Weigh the needs of each and award the neediest.
 - B. Think first of the profitability of the company.
 - C. Strive to decide the issue objectively.
 - D. Go by an intuitive ethical standard.

8. In choosing between two people, you should:
 - A. Measure people against different criteria.
 - B. Give age and salary requirements top priority.
 - C. Evaluate real skills and job requirements.
 - D. All of the above.
9. If you give only positive feedback:
 - A. Your lack of honesty is a form of deceit.
 - B. You are evaluating properly.
 - C. You will avoid demoralizing and demeaning employees.
 - D. A and C.
10. Most professional and clerical people understand how their work is evaluated.
 - A. True
 - B. False
11. You are most likely to be successful at performance appraising if you:
 - A. Ask questions and listen carefully.
 - B. Decide standards by yourself.
 - C. Both of the above.
12. You should communicate expectations:
 - A. Mainly to your best employees
 - B. Equally to all employees
13. To discipline means to:
 - A. Punish or reprimand.
 - B. Teach and mold.
14. To administer merit awards, you should:
 - A. Divide rewards equally.
 - B. Reward a sub-standard performer as motivation.
 - C. Make your decision based on objective data.
 - D. All of the above.
15. Challenging an order from above:
 - A. Should not be done
 - B. Is best if you can suggest a better alternative
 - C. May have personal repercussions
 - D. All of the above
 - E. B and C

16. Mutual confidence between you and your manager:
 - A. Must be earned by both parties
 - B. Requires effort and possibly compromise
 - C. May require betraying your subordinates
 - D. All of the above
 - E. A and B
17. It is okay to suppress complaints for the good of the company
 - A. True
 - B. False
18. In order to maintain effective working relationships, teams:
 - A. May have to allow some members to look bad at times
 - B. Should strive for a win/win solution
 - C. Should never make concessions to satisfy various members' needs
19. Among employees, collaboration:
 - A. Brings fresh ideas
 - B. Is not as productive as competition
 - C. Reinforces recognition
 - D. A and C
 - E. A and B
20. A manager should expect to:
 - A. Solve many varied problems quickly
 - B. Delegate problems and solve only crucial ones
21. Ethical problem solving requires that solutions be:
 - A. Legal
 - B. Moral and culturally acceptable
 - C. In keeping with good business practice
 - D. All of the above
22. Following the boss's direct orders will avoid making ethical errors.
 - A. True
 - B. False
23. If you are the boss, you can fire an employee for any reason that you choose and still be ethical.
 - A. True
 - B. False

24. It is acceptable to sacrifice ethics for the expedient accomplishment of a goal.
 - A. True
 - B. False
25. Trust:
 - A. Is essential to a productive work environment
 - B. Requires open, honest communication
 - C. Builds cooperation
 - D. All of the above
26. Managers find ethical dilemmas difficult because they involve relationships with people on whom they depend.
 - A. True
 - B. False
27. When managers lose sight of their ethical values, employees experience:
 - A. Arbitrary and unfair treatment
 - B. Justified consequences
 - C. Smooth leadership
28. Which situation describes an ethical gray area?
 - A. Stealing from the store cash register
 - B. Accepting a bribe
 - C. Planting evidence at a crime scene
 - D. Using the company car for personal errands
29. We are surrounded by situations that tempt us to compromise our ethical standards. It's up to us to decide how we will act.
 - A. True
 - B. False
30. People are more objective when dealing with people that they dislike rather than like.
 - A. True
 - B. False
31. A successful appraiser:
 - A. Has a solution for everyone else's problem
 - B. Follows through on commitments
 - C. Focuses on an employee's negative behavior
 - D. Publicly criticizes performance

32. What is the most important factor when distributing rewards?
 - A. Have a soft spot for your group.
 - B. Monitor against productivity and not expectations.
 - C. Base decision on the data.
 - D. Be aware of those in need of a bonus.
33. The opposite of collaboration is:
 - A. Cooperation
 - B. Synergy
 - C. Team work
 - D. Competition
34. This book introduces a 10-step method for solving ethical problems. Before you can solve the problem, you first need to:
 - A. Identify the ethical concerns.
 - B. Determine who needs to solve the problem.
 - C. Identify the real problem and not just the symptoms.
 - D. Determine who is affected by the problem.
35. In the 10-step method for solving ethical problems, once you have identified a solution, what is the tenth and final step?
 - A. Identify alternate solutions.
 - B. Determine the cost of implementing solution.
 - C. Obtain outside resources to establish solution.
 - D. Communicate to upper management.
36. It's possible to be unethical without breaking the law.
 - A. True
 - B. False
37. Which of the following should be included in a life plan?
 - A. Good ethical practices
 - B. The primary direction you want your life to take
 - C. Being true to who you are
 - D. All of the above

- 38. Ethics can be described as:
 - A. Moral principles
 - B. Fair treatment of others
 - C. Compliance with laws
 - D. A and B
 - E. All of the above
- 39. When managerial or company decisions are sanitized of all ethical considerations, everyone loses.
 - A. True
 - B. False
- 40. When following your manager's directives, you might need to compromise your personal values to be supportive of your organization.
 - A. True
 - B. False

**Assessment Answer Key for
Ethics in Business, Second Edition*****Recommended response (Corresponding workbook page)***

1. B (9)	11. A (32)	21. D (54)	31. B (32)
2. D (8)	12. B (33)	22. B (42)	32. C (36)
3. B (9)	13. B (34)	23. B (21)	33. D (53)
4. A (12)	14. C (36)	24. B (12)	34. C (60)
5. B (18)	15. E (42)	25. D (33)	35. B (61)
6. B (19)	16. E (44)	26. A (10)	36. A (67)
7. C (28)	17. B (52)	27. A (12)	37. D (68)
8. C (28)	18. B (52)	28. D (20)	38. E (8)
9. A (30)	19. D (53)	29. A (20)	39. A (12)
10. B (30)	20. B (59)	30. B (28)	40. B (42)