

Chapter-6

Social Responsibility of Business and Business Ethics

1 Mark Questions

1. Define social responsibility of a business.
 2. Write two examples of business ethics.
 3. State two effects of noise pollution?
 4. What is environmental pollution?
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3 / 4 MARK QUESTIONS

5. Why is business responsible for Environment Protection?
6. Enumerate any three responsibilities of business towards employees.
7. Why should a business assume social responsibility?
8. Explain the major cause of environmental pollution?
9. Define business ethics and explain its significance?
10. LMN Ltd. is filing its income tax returns on time. They are also updating their shareholders about their projects and provide for return to them. Towards which interest group are they fulfilling their responsibility? Which values are being followed by the Co.?
11. ABC Ltd. deals in health drinks. It is found that there are components of pesticides in their drinks. Mention which 2 kinds of responsibilities and 2 values are missing from this approach.
12. ABC Ltd. while advertising its deodorant range presents females in a derogatory manner which offends religious group also. Which kind of

social responsibility is being neglected. Also, what value are being compromised?

13. XYZ Co. is providing facilities for their female staff like day care centre for kids and work from home facility. By doing this they are following social responsibilities towards which interest group? Also, what values are they presenting?

5 / 6 MARK QUESTIONS

14. Explain the forces which are responsible for increasing concern of business enterprise towards social responsibility?

15. It is in the interest of business to fulfill its social responsibilities towards different interest groups. Explain?

16. MNO Ltd., a renowned computer follows the vision of “reaching new heights with its people on its side”. It not only provides quality products but also provides various facilities to its employees for 5 years of service. It also provides computer skills to youth in remote areas for free.

(a) What according to you are the business ethics of the company?

(b) It is fulfilling its social responsibilities towards which interest groups?

17. There is a group discussion taking place in class XI regarding social responsibility of business’ Ravi feels that a business should be socially responsible towards the society it exists in while shama is against it as basic objective of a business is to earn profit. Whom do you think, you will favour? Write points with respect to your opinion.

18. ABC bank is providing e-banking facility to its customers. A group of employees of the bank are sharing the personal financial details of the customers with some unscrupulous individuals to hack their accounts.

(a) From the above given information what risks of e-business do you identify

(b) Towards which interest group is the bank not paying attention?

(c) What are values lacking in the employees? Write any three.

19. A BPO is providing 24×7 handling of customer queries and grievances. But in this process, it is making its employees work for 16 hours a day. They are not even provided a rest period of more than 45 minutes in a day.

- (a) What is a BPO? What services does it provided to its customers?
- (b) Which responsibility is not being taken care of by the BPO?
- (c) Interests of which group are not being catered to here?
- (d) What are the value lacking in the organization?