



**THE COUNCIL OF COMMUNITY COLLEGES OF JAMAICA**

**ASSOCIATE OF SCIENCE EXAMINATION**

**SEMESTER III – 2012 AUGUST**

**PROGRAMMES: BUSINESS STUDIES  
HOSPITALITY AND TOURISM MANAGEMENT**

**COURSE NAME: BUSINESS ETHICS  
CODE: (BUSE1101)**

**YEAR GROUP: ONE AND TWO**

**DATE: FRIDAY 2012, AUGUST 17**

**TIME: 1:00 P.M. – 4:00 P.M.**

**DURATION: 3 HOURS**

**EXAMINATION TYPE: FINAL**



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*This Examination paper has 4 pages*

**INSTRUCTIONS:**

**SECTION B: ANSWER ANY TWO (2) QUESTIONS FROM THIS SECTION.**

**SECTION B**

*Instructions: Answer any **TWO (2)** questions from this section.*

**Question 1**

You are the new general manager of a company and observed that one of your Production Managers, Mr. Jones is operating a similar business 20 meters away. He has been in his own business for over six years, frequently absent from the company's business while spending quality time enduring his business' success.

**Examine** the situation thoroughly and explain how you would deal with Jones' issue in the best interest of your company.

*(Total 25 marks)*

**Question 2**

Miss Sylvia Brown, who had been employed to the Banana Company for six months, was suddenly fired by her immediate supervisor, Mr. Justin Bramwell, for lack of cooperation and insubordination. Miss Brown claims that Mr. Bramwell eventually fired her because she resisted his sexual advances for over four months as she was determined not to give in to his requests.

As the General Manager of the company, use Rawl's Theory of Justice to **explain** clearly how you would deal with Miss Brown's situation.

*(Total 25 marks)*

**Question 3****Family Business**

Jane has just been hired as the head of the Payroll Department at R&S Electronics Service Company, a firm of 75 employees. She was hired by Eddie, the General Manager of the company, who informed her of the need for maintaining strict confidentiality regarding employee salaries and pay scales. He also informed her that he fired the previous Payroll Department head for breaking that confidentiality by discussing employees' salaries. She was also formally introduced to Brad, the owner, who told her to see him if she had any questions or problems. Both Brad and Eddie made her feel welcome.

After three months of employment, Jane begins to wonder why Greg makes so much more in commissions than the other service technicians. She assumes that he must be highly qualified and must work rapidly because she has overheard Brad commending Greg on his performance on several occasions. She has also noticed Brad, Eddie, and Greg having lunch together frequently.

One day, Eddie gives Jane the stack of work tickets for the service technicians for the upcoming week the technicians are to take whatever ticket is on top when they finish the job they were working on. After putting the tickets where they belong, Jane remembers she has a doctor's appointment the next morning and returns to Eddie's office to tell him she will be reporting late for work. When she enters Eddie's office, she sees Eddie give Greg a separate stack of work tickets. As she stands there, Eddie tells her if she mentions this to anyone, he will fire her. Jane is upset because she understands that Eddie is giving the easier, high-commission work to his brother. Jane also realizes that Eddie does have the authority to hire and fire her. Since she has only been at the company a short time, she is also still on probation. This is her first job since college. She wonders what she should do.

Author: Dr. Marilyn M. Helms, Associate Professor of Management, University of Tennessee at Chattanooga.

- a. What are **three (3)** Ethical Issues in the case? **(3 marks)**
- b. What are three actions that could be taken that would distribute the benefits and burdens most fairly among the employees on the one hand and the other stakeholders on the other? **(3 marks)**
- c. Which employees carry the greatest burden if Jane does nothing and why? **(2 marks)**
- d. Is it fair and ethical if all the technicians do not have the same monetary opportunities? Explain your reasons. **(3 marks)**
- e. Do all the employees have a right to equitable, fair treatment, even in a small company? Give **four (4)** reasons to support your answer. **(2 marks)**
- f. What are some of the alternatives that Jane has at her disposal? **(2 marks)**

- g. Which possible alternative would provide the greatest benefit to the greatest number?  
Based on the alternative what could be the possible outcomes? *(4 marks)*
- h. Give **four (4)** rights that each employee may expect in terms of equitable treatment at the workplace. *(4 marks)*
- i. What are the practical constraints that Jane faces in trying to solve this problem? *(2 mark)*
- (Total 25 marks)*

**Question 4**

Define the following terms and give an example of a situation where each term is applicable:

- a. Egalitarianism *(2½ marks)*
- b. Libertarianism *(2½ marks)*
- c. Capitalism *(2½ marks)*
- d. Compensatory Justice *(2½ marks)*
- e. Insider Dealings *(2½ marks)*
- f. Black market *(2½ marks)*
- g. Extortion *(2½ marks)*
- h. Creative accounting *(2½ marks)*
- i. Corporate Governance *(2½ marks)*
- j. Business Ethics *(2½ marks)*
- (Total 25 marks)*

**END OF EXAMINATION**