UNIT 1 TEST BUSINESS LEADERSHIP

Name of Course: Business Leadership Teacher:

Course Code: BOH4M Length of Exam: 1 hour 15 mins

Date: Pages: 10

Name of Student: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Instructions  - Read the entire exam thoroughly before you begin and follow the instructions given for each section.  - This exam has four sections and is worth 8% of the overall course mark.  - Remember that the number of marks per question should guide the amount of time spent answering it.  - Plan your time carefully and make sure to review all of your answers before handing in the exam.  - Cheating and talking will result in a mark of zero (0). |

**Mark Breakdown**

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| --- | --- | --- |
| Knowledge / Understanding |  | /20 |
| Thinking / Inquiry |  | /32 |
| Application |  | /10 |
| Communication |  | /10 |
| **Total Marks** |  | **/72** |

SECTION 1: KNOWLEDGE (20)

1. Which of the following is NOT a challenge faced by 21st Century businesses?

A. Globalisation

B. Technology

C. Diversity

D. Demographics

2. What is a ‘stakeholder?’

A. Any person who has an interest in a particular organization

B. Employees who work at an organization

C. Governments

D. The business

3. Which of the following is not part of Maslow’s hierarchy of needs?

A. Esteem

B. Motivation

C. Safety

D. Love/belonging

4. Which of the following IS NOT a responsibility that is checked as part of a CSR audit?

A. Ethical

B. Discretionary

C. Legal

D. Social

5. A person who exposes any kind of information or activity that is deemed illegal, unethical, or not correct within an organization is known as a:

A. Whistler

B. Whistle blower

C. Whistle shouter

D. Whistle trumpet

6. Which of the following IS NOT an internal stakeholder for a school?

A. Students

B. Local government

C. Parents

D. Teachers

7. What is a manager?

A. People who manage.

B. People who support, supervise and help activate the work efforts and performance of others.

C. People who look after others.

D. People who work in an organization.

8. Which of the following people developed the Hierarchy of Motivational Needs?

A. McGregor

B. Maslow

C. Mayo

D. Herzberg

9. What does CSR stand for?

A. Corporate Social Rights

B. Corporate Social Responsibility

C. Cultural Social Responsibility

D. Cultural Social Rights

10. What is ethical imperialism?

A. An attempt to impose one’s ethical standards onto others.

B. Universal ethical standards that apply across the globe.

C. Where ethical behavior is determined by one’s culture.

D. Where ethical standards are not enforced.

11. Which of the following is NOT a type of ethical dilemma that could be seen in the workplace?

A. Discrimination

B. Taking a day off sick

C. Sexual harassment

D. Fraudulent behaviour

12. What are ethics?

A. A moral code in society of ‘right’ or ‘wrong’ behavior.

B. Illegal behavior.

C. Behaviour that is deemed as bad.

D. Behaviour that is deemed as good.

13. Which of the following is not one of Katz’s essential managerial skills?

A. Conceptual skills

B. Human skills

C. Technical skills

D. Industrial skills

14. What are the four functions of management?

A. Organizing, watching, controlling and waiting

B. Planning, implementing, design and controlling

C. Leading, organizing, planning and controlling

D. Leading, planning, controlling and monitoring

15. What is cultural relativism?

A. An attempt to impose one’s ethical standards onto others.

B. Universal ethical standards that apply across the globe.

C. Where ethical behavior is determined by one’s culture.

D. Where ethical standards are not enforced.

16. What is an organization?

A. A collection of people working together to achieve a common purpose

B. A collection of people working at the same place

C. A small business

D. A collection of people

17. Which of the following people developed the X and Y manager theory?

A. McGregor

B. Maslow

C. Mayo

D. Herzberg

18. In Katz’s framework, the top-line managers tend to rely more on their \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills than do lower-line managers.

A. Human

B. Conceptual

C. Decision-making

D. Technical

19. Customers, investors, employees, and regulators are examples of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that are important in the analysis of corporate social responsibility.

A. Special interest groups

B. Stakeholders

C. Ethics advocates

D. Whistleblowers

20. An organization that takes the lead in addressing emerging social issues is being \_\_\_\_\_\_\_\_\_\_\_\_\_\_, showing the most progressive corporate social responsibility strategy.

A. Accommodative

B. Defensive

C. Proactive

D. Obstructionist

SECTION 2: THINKING (32)

1. Define ethical imperialism. Provide an example of when you think ethical imperialism would be right. Provide an example where you think ethical imperialism would be wrong. (3)

2. A small outdoor clothing company has just received an attractive offer from a business in Bangladesh to manufacture its work gloves. The offer would allow for substantial cost savings over the current supplier. However, the company manager, Emily, has read reports that some Bangladeshi businesses break their own laws and operate with child labour. How would the following corporate responsibility strategies affect Emily’s decision on whether to accept the offer or not? (4)

a) Obstructionist

b) Proactive

3. What is this difference between an internal and external stakeholder? Give an example for each type, explain what their interest would be in a business, and how a business might ensure their interests are met. (6)

4. Describe the differences between the **three** modern management theories? (5)

5. Read the scenario below:

Caelan is the human resources director of StarCo Ltd., a company with annual revenue of $575 million. After many years of trying, Caelan feels he has gained the trust of the entire StarCo workforce because of his absolute impartiality in applying the various rules related to employee benefits.

Recently, a female employee, Sara, with whom he has begun to form a romantic relationship, has applied for a benefit under the firm’s additional health coverage, but she does not technically qualify. Nevertheless, a little untruth (less than that even – simply with holding of a certain fact) would fix everything and provide benefit.

The benefit is for Sara’s autistic child. While direct treatment costs are claimable under the provincial health care program, Sara cannot afford the additional home help and time off work. This additional home help and earnings support is the extra benefit that has been applied for.

Calelan is torn because on one hand, he feels partly responsible for the deficiency in StarCo’s additional health plan that would deny Sara the coverage, and because he believes Sara has a very strong moral case and genuine need. On the other hand, he has always believed in following the rules and he has always dealt on a completely open and honest basis with the insurer.

**What should Calelan do? (5)**

1. Using the Five Step Approach (outlined below) write a short answer on how Calean should act when faced with the dilemma above.

The Five Step Approach

1. Identify ethical issues
2. Identify stakeholders
3. Identify alternative courses of action
4. Identify effects/consequences of each alternative
5. Decision

6. Draw Maslow’s Hierarchy of Needs and describe what each part means. (5)

7. Briefly outline McGregor’s X and Y Theory. (4)

SECTION 3: APPLICATION AND COMMUNICATION (10 + 10)

Write a short analysis comparing THREE motivational theories. Make sure to include an **introduction** which explains what motivation is, effective **comparison,** and a **conclusion**. Before you begin to write: read the question carefully, think about what you wish to write, and answer the question fully.

Q. Describe and explain how THREE motivational theories of your choice differ. Then argue which one you think is most appropriate in today’s society and why.