



Riara School of Business
Nurturing business innovators

MAY - AUGUST SEMESTER 2023
EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT/DIPLOMA IN
PROCUREMENT MANAGEMENT AND DIPLOMA IN BUSINESS INFORMATION
TECHNOLOGY

DAY/EVENING PROGRAMME
RFC 012: ETHICS AND BUSINESS MANAGEMENT

DATE: 10th AUGUST 2023

TIME: 2 HOURS

GENERAL INSTRUCTIONS:

Students are NOT permitted to write on the examination paper during reading time.
This is a closed book examination. Text book/Reference books/notes are not permitted.

SPECIAL INSTRUCTIONS

1. Write your REGISTRATION NO. Clearly on the answer booklet(s).
2. Answer Question One and ANY other TWO questions.
3. Questions in all sections should be answered in answer booklet(s)
4. PLEASE start the answer to EACH question on a NEW PAGE.
5. For the questions, write the number of the question on the answer booklet(s) in the order you answered.
6. Write on both sides of each leaf and indicate the number of each question at the top of each page.
7. Write the answers in a paragraph form unless stated otherwise.
8. Marks allocated to each question are shown at the end of the question.
9. All rough work must be done on the answer booklet and crossed through!
10. Use supplementary pages only when you have exhausted those in this book.
11. Fasten the supplementary pages to the inside back cover of this booklet.

QUESTION ONE: COMPULSORY (30 marks)

- a) Discuss the **THREE** major roles in management as described by Henry Mintzberg **6 marks)**
- b) Expound on the difference between a code of ethics and a Code of Conduct **(4 marks)**
- c) Ethics matters because it promotes good business sense to 'do the right thing'. Explain **THREE** other good corporate ethics results. **(6 marks)**
- d) Evaluate **TWO** main importance of Management. **(4 marks)**
- e) Discuss any **FIVE** principles of Business Ethics **(10 marks)**

QUESTION TWO

- a) Evaluate **FIVE** social and ethical issues related to Modern technology. **(10 marks)**
- b) Explain the **FIVE** strategies you would use to Resolve Ethical Dilemmas. **(10 marks)**

QUESTION THREE

- a) Every Business has the potential to make positive contributions to the development of society. Discuss **FOUR** Ethical behaviour that are related to CSR **(8 marks)**
- b) Ethical issues in a business may affect different areas of operations. Explain **Three** Ethical issues affecting
 - i. Human Resources
 - ii. Production
 - iii. Pricing
 - iv. Procurement **(12 marks).**

QUESTION FOUR

- a) Discuss **FIVE** challenges that may be experienced in upholding Business Ethics. **(10 marks)**
- b) Evaluate the **FIVE** schools of Management as classified by Koontz. **(10 marks)**