

**STELLA MARIS COLLEGE (AUTONOMOUS) CHENNAI – 600 086.**  
**(For candidates admitted during the academic year 2019–2020 and thereafter)**  
**SUBJECT CODE: 19BA/MC/EG34**

**B.B.A. DEGREE EXAMINATION NOVEMBER 2022**  
**BUSINESS ADMINISTRATION**  
**THIRD SEMESTER**

**COURSE : MAJOR – CORE**  
**PAPER : ETHICS, GOVERNANCE & SUSTAINABILITY**  
**TIME : 3 HOURS** **MAX. MARKS: 100**

**SECTION – A**

**ANSWER ALL QUESTIONS:** **(10 x 2 = 20)**

1. Define Ethics.
2. Bring out any two differences between Ethics and Morals.
3. Define a product.
4. What is CSR?
5. Write a note on Insider Trading.
6. What is meant by Corporate Governance?
7. Define a Consumer.
8. What do you mean by Goods?
9. Define Advertising.
10. Explain any two consumer rights.

**SECTION – B**

**ANSWER ANY FIVE QUESTIONS:** **(5 x 8 = 40)**

11. Explain the importance of Ethics and the factors influencing Business Ethics.
12. What is Whistle Blowing? Explain its advantages and Disadvantages.
13. Explain the need and importance of CSR.
14. Discuss the features of CSR Act 2013.
15. What are the objectives and features of Corporate Governance?. Explain
16. Explain the mode of filing a complaint under Consumer Protection Act.
17. Explain the salient features of Right to Information Act.

**SECTION – C**

**ANSWER ANY TWO QUESTIONS:** **(2 x 20 = 40)**

18. Discuss the various approaches to Business Ethics.
19. Elaborate in detail the ethical functions in relation to product and pricing of Business.
20. Explain the various consumer protection councils and the Redressal machinery available under Consumer Protection Act.
21. Amirtha went to purchase a fridge from a showroom having electrical appliances. She purchased a fridge for Rs.10,000. However, when she confirmed the price of the fridge from her friends and searched on the net she found that the price of the fridge was Rs.9,500. When she contacted the showroom owner she was told that the prices of the fridge model has come down and that the cash memo handed over to her also had the billing of Rs.10,000. But at the time the model was introduced the price of the model was Rs.10,000 only.
  1. Do you think Amirtha should get his Rs.500 back?
  2. Do you think Amirtha has proof of purchase?
  3. Which consumer right of Amirtha has been violated here?

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