**Chapter 1**

**Introducing Straight Talk about Managing Business Ethics:**

**Where we’re Going and Why**

True/False

1. Discarding the few “bad apples” will usually solve all of the ethical problems within an organization.

Ans: False

Response: See page 14.

1. Good character is the main factor determining whether an individual acts ethically within an organization.

Ans: False

Response: See page 16.

1. Federal laws define what is ethical. Therefore, all unethical behavior is considered unlawful.

Ans: False

Response: See page 20. Some unethical behavior is not covered by law (for example, lying to a manager about the reason for taking a sick day).

1. Both characteristics of the environment and the individual contribute to unethical behavior.

Ans: True

Response: See page 15.

1. When employees come to an organization, they have already developed into “good” or “bad” apples. Therefore, there is little a manager can do to impact an employee’s ethical behavior.

Ans: False

Response: See page 14.

1. The interest in business ethics is just a fad that has only recently been created by popular scandals (i.e. Enron, WorldCom, etc.) reported in the news.

Ans: False

Response: See page 2.

1. According to the authors, most people are guided by a strict internal moral compass and will not be swayed by organization factors.

Ans: False

Response: See page 14.

1. By ignoring the topic of ethical behavior, an organization may actually be encouraging unethical behavior through benign neglect.

Ans: True

Response: See page 18.

1. It is unethical for managers to “control” employees’ ethical behavior through direct management and the organization’s formal and informal cultural systems.

Ans: False

Response: See page 18.

Multiple Choice

1. \_\_\_\_\_\_\_\_\_ students may need more ethics training because research has found that they rank lower in moral reasoning than other students.

a) philosophy

b) political science

c) business

d) medicine

Ans: c

Response: See page 16.

1. Ethical behavior can be influenced by:

a) an individual’s religion

b) an organization’s culture

c) ethical training

d) an individual’s personality

e) all of the above

Ans: e

Response: Pp. 14-16. Ethical behavior is influenced by both individual factors (such as personality, upbringing, etc.) and organization factors (such as culture, leadership, etc.).

1. According to the authors, ethical behavior is defined as:

a) a set of moral principles or values that guide an individual

b) rules of behavior set by the Federal government

c) principles, norms, and standards agreed upon by society

d) none of the above

Ans: c

Response: See page 19

1. Which of the following statements is true?

a) “Bad apples” are just a few individuals who spoil it for the rest of us.

b) Employees’ good behavior can be spoiled by a “bad barrel.”

c) Ethics cannot be taught because individuals come into an organization already as a “bad apple.”

d) “Bad barrels” are caused by “bad apples” in an organization.

Ans: b

Response: See page 14.

1. In this book, the authors focus on \_\_\_\_\_\_\_\_\_\_\_\_\_ factors because \_\_\_\_\_\_\_\_\_\_\_\_:

a) individual; these factors are the main determinant of unethical behavior

b) organization; these factors can be directly controlled by managers

c) individual; a few “bad apples” spoil it for the rest of us

d) organization; these factors are particularly important in unambiguous situations

Ans: b

Response: See page 18.

1. According to a national opinion survey, identify the goal that employees did *not* rank in the top five?

a) Honest company communications

b) Good pay

c) Respectful treatment

d) Ethical corporate behavior

Ans: b

Response: See page 23.