

WORLD MISSION HIGH SCHOOL

TRADE:ICT&MULTMEDIA

CLASS:L5 ALL TRADE

MODULE TITLE:BUSINESS ORGANISATION

HOME WORK OF BUSINESS ORGANIZATION

Q1. ABC Manufacturing Ltd. is a medium-sized company that produces household appliances. Recently, several issues have arisen within the organization. Some employees have been accepting gifts from suppliers in exchange for approving low-quality materials. Others have been falsifying attendance records to receive extra overtime pay. In addition, employees feel demotivated due to lack of recognition, poor communication from management, and limited opportunities for career growth.

As a result, the company's reputation has started to decline, customer complaints have increased, and employee morale is low. Identify and explain the types of unethical behaviors present in the scenario.

Q2. Explain the impact of unethical behavior on the business

Q3. Explain how ethical leadership can improve employee motivation.

Q4. When roles are unclear, employees may avoid responsibility, blame others, or act in self-interest. This lack of accountability increases the risk of unethical behaviors such as misuse of resources and failure to follow company policies. Explain what a RACI Matrix is and its importance in business.

Q5. Explain how ethical leadership and RACI Matrix improve employee motivation

Q6. Recommend ways management can prevent future ethical issues.

Q7. Orion Healthcare Supplies Ltd. is a company that distributes medical equipment to hospitals and clinics. The company has grown rapidly over the past five years and employs staff across sales, procurement, logistics, and customer service departments.

Although Orion has a **Code of Conduct** outlining expected employee behavior—such as honesty, respect, avoidance of conflicts of interest, and compliance with laws—many employees are unaware of its contents. The **Code of Practice**, which provides detailed guidelines on how tasks should be carried out ethically (e.g., supplier selection, handling customer data, and safety standards), is inconsistently followed.

Recently, several ethical issues have emerged:

- Sales staff offered incentives to hospital administrators to secure contracts.
- Procurement officers favored certain suppliers without proper evaluation.
- Customer service staff shared patient-related data without authorization.
- Safety procedures in warehouses were ignored to meet delivery deadlines.

As a result, Orion faces regulatory scrutiny, reputational damage, and declining employee trust in management. Senior management is now reviewing both the Code of Conduct and the Code of Practice to restore ethical standards

1. Explain the difference between a Code of Conduct and a Code of Practice using the case study.
2. Identify unethical behaviors shown in the case study.
3. Explain the consequences of not enforcing the Code of Conduct and Code of Practice.

- 4.** Suggest measures Orion can take to strengthen ethical compliance.
- 5.** Explain how ethical compliance can improve employee motivation and business performance.