

# Chapter 12 Review Quiz

*This section contains quizzes to help you verify what you have learned in the chapter. Your instructor may ask you to submit your work for grading. Also, the Review Quiz is a good study tool because many of the questions in exams for the course will be taken from the quizzes.*

## Fill in the Blank

Fill in the missing word or words in each sentence.

1. Businesses spend billions of dollars each year because of the \_\_\_\_\_ behavior of their employees on the job.
2. Local, state, and federal \_\_\_\_\_ express the ethical behavior expected of everyone in society.
3. Copying software illegally is called software \_\_\_\_\_.
4. The principles or standards that govern our behavior are called \_\_\_\_\_.
5. Company trade secrets and private information about customers and employees are \_\_\_\_\_ and should not be shared without permission.
6. Many businesses provide a(n) \_\_\_\_\_ that lists the personnel regulations governing employee behavior.
7. When employees copy software \_\_\_\_\_, the employer can be sued.
8. People with good \_\_\_\_\_ are more likely to have the confidence to make ethical decisions.
9. Using recreational drugs on the job can result in immediate \_\_\_\_\_.
10. Most people learn ethical behavior while they're growing up and continue using the same ethics as \_\_\_\_\_.

unethical  
adults  
piracy  
termination  
laws  
self-esteem  
policy manual  
confidential  
against the law  
ethics

## Multiple Choice

Circle the letter that best completes each statement or answers each question.

1. You \_\_\_\_\_ when your supervisor tells you to do something illegal.
  - a. do *not* need to be concerned
  - b. should follow your supervisor's instructions without question
  - c. will *not* be accountable for any illegal action
  - d. will be legally responsible for your actions
  - e. will be able to protect yourself from legal responsibility by blaming your supervisor
2. Making personal copies using your employer's copy machine is a(n)
  - a. fringe benefit you should expect from your employer.
  - b. inexpensive to the company due to a leasing agreement.
  - c. small theft that multiplies company financial loss over time.
  - d. small expense that companies are not concerned about.
  - e. expense your employer uses as a tax benefit.

3. Substance abuse on the job
  - a. will not affect your job status.
  - b. results in lower productivity.
  - c. is a personal matter and not a concern to employers.
  - d. has no effect on accident rates on the job.
  - e. by law can *not* be a reason for termination of your job.
4. Employees with access to confidential information
  - a. need to know the organization's policies on confidentiality.
  - b. are required to report trade secrets.
  - c. are allowed to share confidential customer information.
  - d. can *not* affect the reputation of other employees.
  - e. may post confidential company information on a blog.
5. After you \_\_\_\_\_, you should report the unethical behavior to your supervisor.
  - a. hear gossip about a coworker's unethical behavior
  - b. hear about a coworker's unethical behavior from another coworker at a company party
  - c. have told other coworkers about a fellow coworker's unethical behavior
  - d. see an employee engage in unethical behavior
  - e. hear second-hand information about a coworker's unethical behavior
6. The best guideline to follow when you are trying to make an ethical decision is:
  - a. if it is legal, do it.
  - b. if you will gain from it, do it.
  - c. if your supervisor advises you to do it, do it.
  - d. if it improves your self-esteem, do it.
  - e. if you apply critical thinking first, do it.
7. New workers need to know how to \_\_\_\_\_ within the first few weeks on the job.
  - a. use employee discounts ethically
  - b. extend their break times
  - c. cyber loaf
  - d. avoid working a full day
  - e. make copies for personal use
8. Commercial software may be \_\_\_\_\_ without first consulting with your supervisor and HR.
  - a. copied
  - b. shared with fellow employees
  - c. sold to anyone working for the business
  - d. protected by copyright laws and should not be copied
  - e. deleted from your computer

9. Ethical ideas are
  - a. unimportant in today's workplace.
  - b. learned as children but are impractical in adulthood.
  - c. rarely a source of workplace conflicts.
  - d. easily applied in the workplace.
  - e. established to set behavior standards for employees while they are at the workplace.
10. You may receive a \_\_\_\_\_ by practicing unethical behavior at work.
  - a. raise
  - b. disciplinary action
  - c. job status improvement
  - d. temporary suspension of break time
  - e. promotion

## True or False

Read the following statements. Put a *T* after each true statement and an *F* after each false one.

1. Ethical decisions are not always strictly right or wrong. \_\_\_\_\_
2. All moral people share the same ethical principles. \_\_\_\_\_
3. Laws express the ethical behaviors expected of everyone in society. \_\_\_\_\_
4. People in authority always support ethical behavior. \_\_\_\_\_
5. Using the company's photocopier for personal use is accepted as an employee benefit. \_\_\_\_\_
6. If you hear about another employee's unethical behavior, you should immediately report it to your supervisor. \_\_\_\_\_
7. Using drugs or alcohol on the job can result in immediate termination. \_\_\_\_\_
8. Leaving the job early or arriving to work late is stealing time from your employer. \_\_\_\_\_
9. Employees who disobey the personnel policies of a company usually are disciplined. \_\_\_\_\_
10. Drug use the day before you report to work can be a safety hazard. \_\_\_\_\_