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MBAS 566

**IV Semester M.B.A. Degree Examination, September/October 2022
(Regular and Repeater)
BUSINESS ADMINISTRATION
Legal Issues in Health Care and Business Ethics**

Time : 3 Hours

Max. Marks : 70

**SECTION – A
(Compulsory)**

Answer to this question should **not** exceed **6** pages. **(1×15=15)**

1. “Corporate Social Responsibility (CSR) characterizes the nature of businesses responsibilities to society”. Justify.

SECTION – B

Answer **any five** questions. **Each** question carries **8** marks and answer to **each** question should **not** exceed **5** pages. **(5×8=40)**

2. Discuss the importance of ethics and moral standards for health care organisations.
3. Outline the Biomedical Waste Management Act and its relevance in health care.
4. Summarize the provisions of Employees State Insurance Act.
5. Elaborate the concept of ethical decision making.
6. Analyse the importance of ethics and moral standards in a health care unit.
7. Explain the various issues involved in patient confidentiality.
8. Interpret the provisions of Consumer Protection Act.

P.T.O.



SECTION – C
(Compulsory)

Answer to this question should **not** exceed **6** pages.

(1×15=15)

9. Case Study.

For Company so revered by the Indian and foreign business community for having set the highest ethical standards, it seemed to be only a matter of time before someone tried to put it down. Infosys became entangled in a scandal which dented its reputation as a company that had the best corporate governance structure. In December 2001, former employee Reka Maximovitch filed a complaint in the Alameda Superior Country Court USA, alleging verbal sexual harassment, unwanted sexual advancement and unlawful termination of employment against Phaneesh Murthy, the highest paid employee of Infosys. The complaint further alleged that the defendants (Phaneesh Murthy and Infosys) failed to take reasonable steps to keep harassment from occurring and recurring. It created ripples in business circle and in the eyes of the public when he abruptly resigned from Infosys in June 2002. Initially Phaneesh refused to participate in the settlement initiated by Infosys on the terms specified by it. However later on he voluntarily signed the settlement and agreed to every condition that Infosys had set. As the Company retained its right to sue Phaneesh for his action and lack of contributions it went ahead with the settlement without any contribution from Phaneesh. The stand taken by Infosys in this case seemed to go against its image of a Company considered to be a model of good corporate governance. Media reports blamed Infosys for having kept the issue under wraps for a long time, neglecting to put in place a structured policy concerning sexual harassment and for compromising on moral values. The Company's share price declined by 6.6% soon after Phaneesh left. This news and the issue of sexual harassment at the workplace were heatedly debated in corporate and media circles.

On March 2003, Infosys finally announced the settlement with Reka by agreeing to pay US\$ 3 million as compensation. The Company contributed US\$ 1.5 million and the balance US\$ 1.5 million was contributed by the insurers under the company's Directors and Officers Liability Insurance Cover. A crisis brings about the best and worst in any organisation. Infosys also learnt its lesson and put in place principles of work ethics to be followed by its employees and a whistle blower.

Questions :

- a) Even in organisations known for the best ethical culture, ethical infractions could happen, if proper adequate and acceptable work practices are not put in place. Discuss.
 - b) List out the major features of programmes to deal with sexual harassment in the workplace.
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