

JK Lakshmipat University Jaipur
IET, IM & IOD

End Term Examination, May 2025
B. Tech, BBA & B.Des Semester VI, 2024-25

Roll No.....

CC1106: Critical Thinking for Decisions at Workplace

Time: 2 hours

Max. Marks: 30

Instructions to students:

1. Do not write anything other than your roll number on question paper.
 2. Attempt **any 3 out of 4** questions.
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Q. 1. Scenario:

TechNova Pvt. Ltd., a growing IT firm, has recently adopted an AI-based recruitment tool. Within six months, HR notices that almost 90% of shortlisted candidates come from Tier-1 cities and elite institutions. A complaint is filed by a deserving candidate from a Tier-3 city, claiming bias.

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(LO2, 4)

As a member of the Ethics and Technology Committee, analyze this situation and recommend a way forward.

Question:

A: Conduct a **root cause analysis** of the issue.

B: Identify the **ethical dilemma** and analyze it using **any two ethical theories**.

Q. 2. Scenario:

You are the marketing head of a mid-sized consumer goods company. Sales of your flagship product—a packaged organic juice—have been steadily declining over the past two quarters. Market research reveals mixed feedback: some customers love the product's health benefits, but others complain about the taste and high price. Meanwhile, a new competitor has entered the market with a similar product at a lower price point and aggressive promotions.

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(LO5)

Your team proposes two options:

Option A: Reformulate the juice slightly to improve taste and reduce costs, possibly using a cheaper ingredient.

Option B: Maintain the current formulation, increase marketing efforts, and promote the health benefits more strongly.

(question continues on the next page)

You must make a decision within the next two weeks. Using the 8-step decision-making model, walk through each step to arrive at a well-reasoned recommendation. Justify your final decision by referencing the steps followed.

Q. 3. Scenario:

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(LO3)

An employee at a retail company discovers that a close colleague has been manipulating inventory records to take home the company's products without paying. The employee knows that reporting this might lead to the colleague losing their job, but not reporting it would mean being complicit in unethical behavior. The company has a strict policy on integrity and fraud.

Using **Kohlberg's stages of moral development**, analyze how individuals at different stages (pre-conventional, conventional, and post-conventional) might respond to this situation.

- Describe how a person at **each level** might justify their decision to either report or not report the colleague.
 - Which stage do you believe reflects the most ethical response in this situation, and why?
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Q. 4. Case Scenario: Volkswagen Emissions Scandal

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(LO1, 5)

Volkswagen engineers installed software in diesel cars that could detect when the vehicle was undergoing emissions testing and temporarily reduce emissions to meet regulatory standards. However, during regular driving conditions, the vehicles emitted pollutants well above the legal limits. This was done to meet performance targets without compromising sales.

Critically examine the ethical issues involved in the Volkswagen case by addressing the following:

1. **Identify the key stakeholders** affected by this decision.
 2. **List three major consequences** of Volkswagen's actions—for the company, consumers, and the environment.
 3. **What alternative ethical actions** could the engineers or executives have taken? Describe at least two, along with the possible trade-offs.
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All the best