

NATIONAL LAW UNIVERSITY, JODHPUR

End Term Examination April-May, 2025

Semester: UG VI Semester

Subject: Business Ethics and Communication

Time: Three Hours

Total Marks: 100

Instructions:

1. All questions carry equal marks.
2. Attempt any five questions.
3. Read the questions completely and carefully before answering.

Q.1). Imagine you are serving as the Legal and Compliance Head at a logistics and warehousing company expanding its operations into a new jurisdiction. In response to region-specific occupational safety laws and recent amendments to national labour compliance requirements, your team has developed a detailed Employee Conduct and Safety Policy. Given the legal implications of non-compliance—including penalties, worker claims, and reputational risk—it is essential that this policy is communicated effectively to a heterogeneous workforce, ranging from contractual labourers to site managers and administrative staff.

You are now tasked with selecting the most suitable communication medium to ensure legal comprehension, procedural clarity, and enforceability of the policy across the organisation. The following options are under consideration:

- Official Printed Handbook
- Mandatory Legal Orientation Workshops
- Multilingual Animated Video Presentation with Legal Narration

Based on the scenario, decide which medium(s) would you choose to ensure effective legal communication and minimise compliance risks? Justify your choice by discussing the advantages and disadvantages of each medium.

(Marks 20)

Q.2). Write notes on the following:

- i. Transactional Analysis
- ii. Metaethics and Descriptive Ethics
- iii. Levels of Business Ethics

(10+5+5=Marks 20)

Q.3). A friend of yours is graduating with a law degree in the next two months. She has participated in several moot court competitions at both national and international levels, completed an internship at a multinational law firm, and is an active member of the Legal Aid & Awareness Committee at her university. She is also an avid reader and traveller. She now wishes to apply for the position of Legal Associate at a reputed Mumbai-based law firm. Draft a suitable resume for her, inventing facts and dates wherever necessary.

(Marks 20)



Q.4). You are leading a cross-functional team with members representing diverse MBTI personality types. Keeping this in mind, draft a comprehensive communication strategy that effectively addresses the unique communication preferences associated with each MBTI type.
(Marks 20)

Q.5). Explain the nature and purpose of social conversation. Discuss its importance in building interpersonal relationships and maintaining a positive work environment.
(Marks 20)

Q.6). Critically differentiate between the ethical principles of Utilitarianism and Universalism, using relevant examples.
(Marks 20)

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Q.1). Why has Walmart struggled to replicate its domestic success in international markets such as Germany, South Korea, and China? Discuss the key reasons behind these challenges, and create a list of strategic measures that could have improved its global performance. (Marks 20)

Q.2). Discuss in detail the principle of justice. Additionally, enumerate the practical challenges involved in applying this principle. (Marks 20)

Q.3). Draft a set of guidelines for a communication workshop to be organised for newly recruited employees at a law firm. The guidelines should incorporate an explanation of Ekman's classification of communicative movements, along with relevant examples, to help these employees strengthen their non-verbal communication skills. (Marks 20)

Q.4). Write notes on the following:

- i. Johari Window
- ii. Immoral, Amoral, and Moral Management
- iii. Positive and Negative Rights

(10+5+5= Marks 20)

Q.5). A group of senior citizens is scheduled to visit your organisation on 20 May, 2025 to discuss various legal concerns and grievances they commonly encounter. As the Legal Affairs Coordinator, draft a circular to be circulated among all employees of your organisation. The circular should inform them about the upcoming visit and request their presence during the interaction. You may invent additional details wherever necessary. (Marks 20)

Q.6). "Listening and hearing are often used interchangeably, but they are fundamentally different processes." Discuss how listening differs from hearing. Further, explain the process of listening, and enumerate the factors that adversely affect listening. (Marks 20)

19 FEB 2025

National Law University, Jodhpur

Mid Term Examination- Winter Semester, 2025

Subject: Business Ethics and Communication

Class: B.B.A., LL.B. Course (U.G.) VI Semester

Time: 90 minutes

Total Marks: 50

Instructions:

All questions are mandatory; no choices are provided.

Questions:

Q1. During a team meeting, a subordinate suggests an alternative approach to a project timeline, providing constructive feedback to the supervisor on improving efficiency. However, the supervisor perceives the feedback as a challenge to authority, reacts dismissively, and does not acknowledge the suggestion. Identify and analyse the psychosocial barriers to communication present in this scenario. (15 marks)

Q2. Write notes on the following:

- a. Two-way Communication process.
 - b. Communication network in organisations
- (10 + 10 marks)

Q3. During a one-on-one in-person client consultation, a defence lawyer is discussing case details with a client accused of a financial crime. The lawyer notices that the client frequently avoids eye contact, fidgets with her jewellery, and occasionally glances at the door. Meanwhile, the lawyer maintains steady eye contact, uses hand gestures, and leans slightly forward while listening.

Analyse this situation using the classification of non-verbal communication. Identify the different types of non-verbal cues present and explain their possible impact on the lawyer-client interaction and the lawyer's approach towards the case. (15 marks)