

GENERAL MANAGEMENT (REVISED SYLLABUS)

Duration: 2 Hours

Total Marks: 80

Instructions: 1. All questions are compulsory.

2. Figures to the right indicate maximum marks to the questions.

3. Answer sub-questions in Question no.1 & Question no. 2 in not more than 100 words each.

4. Answer Question no.3 to Question no. 6 in not more than 400 words each.

Q. 1. Write short note on any four of the following:

(4x4=16 marks)

- a) Factors influencing corporate responsibility.
- b) Reasons for managing change.
- c) Features of business ethics.
- d) Suggestions for success in effecting change.
- e) Importance of business ethics.
- f) Features of managing change.

Q. 2. Write short note on any four of the following:

(4x4=16 marks)

- a) Causes of inter-personal conflict.
- b) Measures for making committees effective.
- c) Types of intra-personal conflict.
- d) Merits of committees.
- e) Powers and functions of directors.
- f) Factors contributing to inter-group conflict.

Q.3. a. Define corporate responsibility. Explain its main features.

(12 marks)

OR

b. State the corporate responsibilities towards consumers and employees.

(12 marks)

Q.4. a. Explain the steps involved in the process of managing change.

(12 marks)

OR

b. Explain individual factors effecting resistance to change.

(12 marks)

Q.5. a. What is meant by the term "Conflict"? Discuss the causes of conflict.

(12 marks)

OR

b. What are the main methods of handling conflicts?

(12 marks)

Q.6. a. Distinguish between formal and informal groups.

(12 marks)

OR

b. Discuss the position of directors in company management.

(12 marks)