

Shree Damodar College of Commerce & Economics, Margao-Goa
F.Y.B.Com, Semester - II, Semester End Examination, April 2017

General Management

Duration: 2 hours

Marks: 80

- Instruction:** 1) All questions are compulsory
2) Figures to the right indicate full marks
3) Start each new question on fresh page

Q1 Answer in 10-12 lines: (Any 4)

(4x4= 16)

- a) Corporate responsibility towards consumers
- b) Features of business ethics
- c) Reasons for managing change
- d) Characteristics of group
- e) Board of Directors
- f) Types of goal conflict

Q2 Write short notes on: (Any 4)

(4x4= 16)

- a) Arguments against corporate responsibility
- b) Features of managing change
- c) Significance of group dynamics
- d) Preventing conflict
- e) Measures for making committees effective
- f) Powers and functions of directors

Q3. A) What do you mean by corporate responsibility? Explain its various advantages

(12)

OR

X) Describe corporate responsibility of an enterprise towards itself and its employees

(12)

Q4. A) Explain the various measures to overcome resistance to change

(12)

OR

X) Explain the steps involved in the process of managing change

(12)

Q5. A) Define conflict. Explain the various causes of organisational conflict

(12)

OR

Q5. X) Explain the various types of organisational conflict

(12)

Q6. A) Explain the various reasons for group formation

(12)

OR

Q6. X) Define committee. Explain the advantages of committees

(12)

