

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics Margao
F.Y.B.Com, Semester-II, Semester End Examination, April 2019.
General Management (old course)

Duration: 2 Hours

Marks: 80

Instructions: 1) All questions are compulsory.

2) Figure to the right indicate maximum marks to the questions.

3) Answer sub -questions in Question no1 and 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.

Q1. Write short note on any 4 of the following

(4x4 =16Marks)

- a) Corporate Social Responsibility towards Consumers
- b) Need for business ethics
- c) Measures to overcome resistance to change
- d) Features of Business Ethics
- e) Need for Corporate Social Responsibility
- f) Barriers to Ethical Business

Q2 Write short note on any 4 of the following

(4x4 =16Marks)

- a) Individual Conflict
- b) BOD
- c) Powers and functions of directors
- d) Formal Groups
- e) Reasons for Change
- f) Causes of conflict

Q3.a) Explain the factors that determine Ethical and Unethical behaviours.

(12 Marks)

OR

b) Discuss the corporate social responsibility towards its government and employees.

(12 Marks)

Q4 a) Explain the various steps involved in the process of managing change

(12 Marks)

OR

b) Explain the various factors affecting Resistance to change

(12 Marks)

Q5a) Explain the change process in an organisation in detail

(12 Marks)

OR

b) Explain the merits and demerits of Informal groups

(12 Marks)

Q6 a) Explain group behaviour in the conduct of committees

(12 Marks)

OR

b) Suggest measures to make committees effective

(12 Marks)