

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)