

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao, Goa
First Year B. Com - Semester II, May/June Supplementary Examination 2017
General Management

Duration: 2Hours

Marks: 80

Instructions: 1. All questions are compulsory
2. Figures to the right indicate maximum marks

Q1. Answer in 10-12 lines: (any 4) (16)

- a) Scope of Corporate Responsibility
- b) CR and Employees
- c) Need for business ethics
- d) Barriers to ethical business
- e) Causes of resistance to change
- f) Measures to overcome resistance to change

Q2. Write short notes: (any 4) (16)

- a) Reasons for group formation
- b) Arguments against acceptance of CR by business
- c) Causes of conflict
- d) BOD
- e) Features of a group
- f) Functions of Directors

Q3. A) Explain the concept of corporate responsibility. State its advantages. (12)

Or

X) Describe a businesses corporate responsibility towards its customers and community. (12)

Q4. A) Explain the term "ethics". Describe its characteristics. (12)

Or

X) Discuss the importance of code of conduct and standards practiced in business.

(12)

Q5. A) Describe the steps in managing the change process in an organisation. (12)

Or

X) Explain the main reasons that necessitate change in an organisation. (12)

Q6. A) Define "Group". Describe the different types of groups. (12)

Or

X) Define Committee. Explain measures for making committees more effective. (12)
