

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao, Goa
First Year B. Com - Semester II
End Semester Examination, April 2018 (old course)
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. CR and Community
- b. Need for business ethics
- c. Barriers to ethical business
- d. Causes of resistance to change- Individual factors
- e. Measures to overcome resistance to change
- f. Powers and functions of directors

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

- a. Features of business ethics
- b. Arguments against acceptance of CR by business
- c. Inter-group conflict
- d. Formal groups
- e. Advantages of committees
- f. BOD

Q3. A) Define corporate responsibility. Discuss the arguments in favour of acceptance of CR by businesses. (12)

Or

X) Describe a businesses corporate responsibility towards its consumers and employees. (12)

Q4. A) Explain the term "ethics". Explain the factors that determine ethical and unethical behavior. (12)

Or

X) Discuss the importance of code of conduct and standards. (12)

Q5. A) Explain the reasons that necessitate change in an organisation. (12)

Or

X) Describe the steps involved in the process of managing change in an organisation. (12)

Q6. A) Define "Group". Describe its characteristics. (12)

Or

X) Define organisational conflict. Describe its features (12)
