

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao Goa  
F.Y. B.Com Semester II Supplementary Examination May/June 2018  
Sub: General Management (old course)

**DURATION: 2 HOURS**

**MAX MKS: 80**

**INSTRUCTIONS:** 1) *All questions are compulsory. However, internal choice is available.*

2) *Answer Q No 1 and 2 in not less than 100 words each.*

3) *Answer Q No 3, 4, 5, and 6 in not less than 400 words each.*

Q1) Write short notes on (any 4): (16)

- a) Corporate Responsibility
- b) Code of conduct and standards
- c) Responsibilities towards employees
- d) Reasons for change
- e) Resistance to change
- f) Features of managing change

Q 2) Write short notes on (any 4): (16)

- a) Features of organizational conflict
- b) Causes of conflict
- c) Conflict resolution
- d) Group dynamics
- e) Formal v/s informal groups
- f) Role of Board of Directors

Q 3 A) What do you mean by ethics? Suggest the need for ethics in business.

OR (12)

Q 3 X) State and explain the factors that determine ethical and unethical behaviour.

Q 4 A) Describe change process in an organization.

OR (12)

Q 4 X) Suggest measures to overcome resistance to change.

Q 5 A) Describe conflict management process.

OR (12)

Q 5 X) Explain the different types of organizational conflicts.

Q 6 A) Highlight the features of a group.

OR (12)

Q 6 X) Define Committee. Describe the role of a committee.

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