

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

Duration: 2 Hours

Marks: 80

Instructions: 1) All questions are compulsory.

2) Figure to the right indicates 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) Importance of Corporate Social Responsibility
- b) Need for Business Ethics
- c) Reasons for Resistance to Change
- d) Features of Business Ethics
- e) Barriers to Ethical Business
- f) Corporate Responsibility towards government

Q2 Write short note on any 4 of the following

(4x4=16Marks)

- a) Causes of conflict
- b) Limitations of Committees
- c) Powers and functions of directors
- d) ~~Limitations~~ ^{Functions} of committees
- e) Informal groups
- f) Individual Conflict

Q3.a) Explain the concept Corporate Social Responsibility. Explain its features. (12 Marks)

OR

b) Discuss the Corporate Social Responsibility towards its Consumers 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 Group Behaviour in committees. (12 Marks)

Q6 a) Explain the Conflict Management Process (12 Marks)

OR

b) Suggest measures to make committees effective (12 Marks)