

VidyaVikasMandal's  
Shree Damodar College of Commerce and Economics, Margao-Goa  
F.Y.Bcom Semester II

*May/June* ~~Supplementary~~ Examination, 2016  
GENERAL MANAGEMENT

Time: 2 hours

Max Marks: 80

**Instructions:** 1) All questions are compulsory.  
2) Figures to the right indicate full marks.

Q1. Write Short Note on: (Answer any 4) (4X4=16marks)

- a. Concept of Corporate Social Responsibility
- b. Features of business ethics.
- c. Reasons for Change
- d. Causes of organisational conflict
- e. Merits of group dynamics.
- f. Powers of BOD.

Q2. Write Short Note on: (Answer any 4) (4X4=16marks)

- a. Arguments in favour of CSR
- b. Code of Conduct and Standards practised in India
- c. Organisational factors influencing resistance to change.
- d. Inter-Personal Conflict
- e. Informal Groups
- f. Reasons for group formation.

Q3. A. Describe the responsibility of corporates towards employees and customers. (12 mrks)

OR

B. Explain the role of managers in improving ethical behaviour at work place.

Q4. A. Describe the steps involved in change management process. (12 mrks)

OR

B. Suggest remedial measures to overcome resistance to change.

Q5. A. Define Conflict. Explain the conflict management process in detail. (12 mrks)

OR

B. Explain the various strategies of Managing conflict.

Q6. A. Distinguish between Formal and Informal groups in an organisation. (12 mrks)

OR

B. What is a committee? Suggest measures for making committees effective.