

**Goa Vidyaprasarak Mandal's**  
**GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND**  
**ECONOMICS, PONDA-GOA**  
**B.COM.(SEMESTER- II) SUPPLEMENTARY EXAMINATION (old course),**  
**MAY/JUNE 2019**  
**GENERAL MANAGEMENT**

**Duration: 2 hours**

**Marks: 80**

- 
- Instructions: 1. All questions are compulsory.  
2. Answer sub-questions in Question no. 1 and Question no. 2 in not more than 100 words each.  
3. Answer Questions no. 3 to Question no. 6 in not more than 400 words each.  
4. Figures to the right indicate maximum marks to the questions.

**Q1 Answer any 4 of the following questions: (4x4=16)**

- a) What is Code of Conduct?
- b) Explain the concept of Corporate Responsibility
- c) Explain the four principles for overcoming resistance to change.
- d) What is a primary group and a secondary group?
- e) Explain the term personality differences.
- f) What are the merits associated with an informal group? (Explain any four)

**Q2 Answer any 4 of the following questions: (4x4=16)**

- a) What are the barriers to ethical business?
- b) Explain four reasons for change.
- c) How is change managed? (Explain any four features).
- d) Briefly explain the process of conflict management.
- e) Explain the factors that lead to inter-group conflicts. (Any four)
- f) Explain four features of an informal group.

**Q3 a) Explain the codes of conduct and standards that organisations need to follow while carrying out business activities. (12)**

**OR**

**b) Explain the terms ethical & unethical behaviours. Also explain the various factors associated with ethical and unethical behaviours. (12)**

**Q4 a) What are the reasons for change? (12)**

**OR**

**b) How does an organization overcome resistance to change? (12)**

**Q5 a) Explain the various causes of conflict. (12)**

**OR**

**b) Explain the various conflicts under organisational conflicts. (12)**

**Q6 a) Explain merits and demerits of a formal group. (12)**

**OR**

**b) Write a note on group behaviours in committees. (12)**

XXXXXXXXXXXXXX