

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND
ECONOMICS, PONDA-GOA
B.COM.(SEMESTER- II) EXAMINATION (New course),
APRIL 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 are the barriers associated with ethical business?
- b) State eight codes of conduct and standards that organisations need to follow during business activities.
- c) What is change and how is change managed? (Explain any three features)
- d) What are the factors that lead to inter-group conflicts? (Any four)
- e) With regard to inter-personal conflicts, explain the term personality differences.
- f) What are the merits associated with a formal group? (Explain any four)

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

- a) What is Corporate Responsibility?
- b) Explain four reasons for change.
- c) Explain the four principles for overcoming resistance to change.
- d) What is conflict management? Briefly explain the process.
- e) What is a primary group and a secondary group?
- f) Explain four features of a formal group.

Q3 a) What are the areas of Corporate Responsibilities of business? Explain with the help of a diagram. (12)

OR

b) Explain the various factors that determine ethical & unethical behaviours. (12)

Q4 a) Explain the process of managing change. (12)

OR

b) What is resistance to change? Explain the factors affecting resistance to change. (12)

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

OR

b) Explain the various role conflicts and goal conflicts under intra-personal conflicts. (12)

Q6 a) Explain merits and demerits of an informal group. (12)

OR

b) What are the various measures that make committees effective? (12)

XXXXXXXXXXXXXXXXXXXX