

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE & ECONOMICS
PONDA - GOA
B.COM. (SEMESTER-II) EXAMINATION, APRIL 2016
GENERAL MANAGEMENT-II

Duration: 2 Hours

Marks: 80

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

- Q. I. Answer **ANY FOUR** of the following. (4×4 =16)
- Write a short note on Code of Conduct and Standards.
 - Explain efforts at individual level for overcoming resistance to change. (Any 4 points)
 - Write a short note on Goal Conflict.
 - Write a short note on Board of Directors.
 - Explain any four Corporate Responsibilities towards consumers.
 - Explain organisational factors influencing resistance to change. (Any 4 points).
- Q. II. Answer **ANY FOUR** of the following. (4×4 =16)
- Explain need of business ethics. (Any 4 points).
 - Explain any four reasons for Change.
 - Write a short note on functional aspect of conflict.
 - Explain any four features of Groups.
 - Explain any four features of Organizational Conflict.
 - Explain significance of group dynamics. (Any 4 points).
- Q. III.A. What is a Corporate Responsibility? (4)
B. Explain any four features of Corporate Responsibility. (8)
- OR**
- C. What is Business Ethics? (4)
D. Discuss the factors that determine ethical and unethical behaviour. (8)
(Any 4 points)
- Q. IV. A. What do you mean by Change Management? Explain steps in managing change. (12)
- OR**
- B. Explain Individual factors effecting resistance to change. (12)
- Q. V. A. Define Conflict. Explain any five causes of Conflict. (12)
- OR**
- B. What is Conflict Management? Explain Conflict Management Process. (12)
- Q. VI.A. Distinguish between Formal group and Informal group. (12)
- OR**
- B. What is a Committee? Explain measures for making committees effective. (12)

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