

**Goa Vidyaprasarak Mandal's  
Gopal Govind Poy Raiturcar College of Commerce and Economics  
Ponda-Goa**

**B. Com. (Semester - II) Examination, April 2017**

**GENERAL MANAGEMENT- II**

**Duration: 2 hours**

**Marks: 80**

**INSTRUCTIONS:** (i) All questions are compulsory.

(ii) Figures to the right indicate full marks.

(iii) Answer sub questions in QI & QII in not more than 100 words.

(iv) Answer Questions III to VI in not more than 400 words.

- Q. I. Answer **ANY FOUR** of the following. (4×4 =16)
- Explain (any four) features of business ethics.
  - Explain (any four) efforts at individual level for overcoming resistance to change.
  - Write a short note on intrapersonal conflict.
  - Write a short note on Board of Directors.
  - Explain (any 4) guidelines for effective enforcement of corporate responsibility.
  - Explain (any four) reasons for Change.
- Q. II. Answer **ANY FOUR** of the following. (4×4 =16)
- Explain (any four) Corporate Responsibilities towards consumers.
  - What do you mean by Change Management?
  - Explain (any four) reasons of interpersonal conflict.
  - Explain (any four) significance of group dynamics.
  - What is Conflict Management?
  - Explain (any four) features of Groups.
- Q.III.A) Discuss (any six) factors that determine ethical and unethical behaviour. (12)
- OR**
- B) Explain (any 6) arguments for corporate responsibility. (12)
- Q. IV.A) Explain (any 6) features of managing change. (12)
- OR**
- B) Explain (any three) individual factors and (any three) organisational factors influencing resistance to change. (12)
- Q.V.A) Explain (any six) features of Organizational Conflict. (12)
- OR**
- B) Explain (any six) causes of intergroup conflict. (12)
- Q.VI.A) Distinguish between Formal groups and Informal groups. (Any 10 points) (12)
- OR**
- B) Explain (any six) limitations of committees (12)

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