

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF
COMMERCE AND ECONOMICS, PONDA - GOA
B.COM. (SEMESTER-II) EXAMINATION (old course), APRIL
2018

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)
- 1.
 2. State and explain any four Corporate Responsibilities towards consumers.
 3. What do you mean by Managing Change?
 4. Write a short note on intrapersonal conflict.
 5. Explain (any four) significance of group dynamics.
 6. Explain need of business ethics.
 7. Explain organisational factors influencing resistance to change.
- Q. II. Answer **ANY FOUR** of the following. (4×4 =16)
1. Write a short note on Code of Conduct and Standards.
 2. Explain efforts at individual level for overcoming resistance to change.
 3. Explain in brief Conflict Management Process.
 4. Distinguish between Formal group and Informal group.
 5. What is Conflict Management?
 6. Write a short note on Board of Directors.
- Q.III .A) Explain arguments for corporate responsibility. (12)
- OR**
- B) Discuss the factors that determine ethical and unethical behaviour. (12)
- Q.IV.A. Explain steps in managing change. (12)
- OR**
- B. Explain reasons for Change. (12)

Q.V. A. Explain features of Organizational Conflict. (12)

OR

B. Explain reasons for interpersonal conflict. (12)

Q.VI. A. Explain limitations of committees. (12)

OR

B. Explain measures for making committees effective. (12)

