

**Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND ECONOMICS
PONDA-GOA**

B.COM. (SEMESTER-II) SUPPLEMENTARY EXAMINATION

MAY/JUNE 2016

GENERAL MANAGEMENT - II

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) Explain the concept of Corporate Responsibility.
- b) State eight codes of conduct and standards that organisations need to follow during business activities.
- c) What is change? Explain three features of managing change.
- d) Explain four factors that lead to inter-group conflicts.
- e) Explain the term personality differences with regard to inter-personal conflicts.
- f) Explain four merits of a formal group.

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

- a) Briefly explain the barriers to ethical business.
- b) Explain four reasons for change.
- c) Explain the four principles for overcoming resistance to change.
- d) Explain the process of conflict management in brief.
- e) What are primary and secondary groups?
- f) Explain four features of a formal group.

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

OR

b) State and 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) Explain the various measures for making committees effective. (12)

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