SARASWAT VIDYALAYA'S

SRIDORA CACULO COLLEGE OF COMMERCE & MGTM.STUDIES

Khorlim,Mapusa-Goa.

B.Com SECOND SEMESTER END EXAMINATION APRIL, 2018

W.E.F 2013-14(NEW SYLLABUS)

Duration:-2 Hours Sub:-General Management MAX MARKS:-80

Instructions:-1) Attempt all questions.
2) Figures to the right indicate full marks.

Q.1. Write short notes on any four of the following: (4x4=16)

a) Arguments against CR.
b) Unethical business practices in India.
c) "Unfreezing" in the change process.
d) Inter-group conflict.
e) Group dynamics.
f) Features of group.

Q.2. Write short notes on any four of the following: (4x4=16)

a) Corporate responsibilities towards customers.
b) Importance of business ethics.
c) Managing change.
d) Conflict resolution.
e) Functions of board of directors.
f) Goal conflict and role conflict.

Q.3. A) What is the concept of corporate responsibility? State its main features. (12)

OR

Q.3.B) Suggest measures to make committees effective. (12)

Q.4.(A) Enumerate and explain the reasons for change in the corporate sector. (12)

OR

Q.4. (B) Explain the factors determining ethical and unethical behavior. (12)

Q.5.(A) Explain the causes of conflict in modern organisations. (12)

OR

Q.5. (B) How would you compare between formal and informal groups operating within organisations? (12)

Q.6. (A) Explain functional and dysfunctional conflict. How do they influence the organizational work? (12)

OR

Q6.(B) Explain the organisational factors contributing to resistance to change. (12)

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx