

C.E.S. College of Arts & Commerce Cuncolim- Salcete- Goa  
F.Y.B.Com (Old Course) II Semester End Examination, April 2018

General Management

Date: 19/04/2018

Marks:80

Time: 10.00 a.m. to 12.00 noon

Duration: 2hrs

Instruction: 1. All questions are compulsory, however internal choice is available  
2. Figures to the right indicate maximum marks allotted to the questions.

- Q.1. Answer any four of the following: (16)
- a) Un-ethical business practices.
  - b) Code of conduct and standards.
  - c) Corporate responsibilities towards Society.
  - d) Inter-Personal conflicts
  - e) Intra-Personal conflicts.
  - f) Group behavior in Committees.
- Q.2. Answer any four of the following: (16)
- a) Characteristics of change.
  - b) Economic factors resulting in Resistance to Change.
  - c) Causes for Change.
  - d) Inter-Group Conflicts
  - e) Formal Group
  - f) Limitations of Committees.
- Q.3.a) Define Business Ethics and outline its importance. (12)
- OR
- b) Define Corporate responsibility and discuss the arguments against Corporate responsibility. (12)
- Q.4.a) Explain the Social and Psychological factors resulting in Resistance to Change. (12)
- OR
- b) Comment on the measures for overcoming Resistance to Change. (12)
- Q.5.a) Define Conflict and explain the process of Conflict Management. (12)
- OR
- b) Describe the importance of Group dynamics. (12)
- Q.6.a) Comment on the major reasons for Conflict. (12)
- OR
- b) Explain the suitable measures for making Committees effective. (12)

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