



॥ विद्या सर्वस्य भूषणम् ॥

PRABODHAN EDUCATION SOCIETY'S

Vidya Prabodhini College of Commerce, Education, Computer & Management
Vidyanagar, Alto-Parvari, Goa

SEMESTER END EXAMINATION – APRIL, 2017 (Regular/Repeat)

Sub: General Management-II

Semester: II

M. Marks: 80 marks

M. Time: 2 hours

INSTRUCTIONS: 1. All Questions are Compulsory.

2. Figures to the right indicate full marks.

3. Answer sub-questions in Q.I & Q.II in not more than 100 words each.

4. Answer questions in Q.III to Q. VI in not more than 400 words each.

5. Every main question should begin on fresh page.

Q.I. Write short note on any four of the following:

[4x4=16 mks]

- Need of Corporate Responsibility
- Organisational Factors affecting Resistance to Change
- Inter-group Conflict
- Reasons for Group Formation
- Barrier to Ethical Business
- Features of Managing Change

Q.II. Write short note on any four of the following:

[4x4=16 mks]

- Importance of Code of Conduct and Standards in Business
- Overcoming resistance to Change
- Causes of Conflict
- Features of Formal Group
- Inter-personal Conflict
- Board of Directors

Q.III. Answer any one of the following:

[1x12= 12mks]

1. What is meant by Corporate Responsibility? Explain its Features.
2. Explain the role of Managers in determining Ethical Behaviour.

Q.IV. Answer any one of the following:

[1x12= 12mks]

1. What is meant by Managing Change? Explain steps in Managing Change.
2. Explain the Individual factors influencing resistance to change.

Q.V. Answer any one of the following:

[1x12= 12mks]

1. Define Organisational Conflicts and explain its main features.
2. Write a note on Conflict Management and explain Conflict Management Process.

Q.VI. Answer any one of the following:

[1x12= 12mks]

1. What is meant by Group Dynamics? Distinguish between Formal and Informal Groups.
2. Explain Group Behaviour in Committees. Suggest measures to make Committees effective.
