

PRABODHAN EDUCATION SOCIETY'S
VIDYA PRABODHINI COLLEGE OF COMMERCE, EDUCATION,
COMPUTER AND MANAGEMENT, VIDYANAGAR, PARVARI, GOA.
F.Y.B.COM. SEMESTER END EXAMINATION
APRIL 2018 (REPEAT)
SUB: GENERAL MANAGEMENT

SEMESTER: II **CLASS: F. Y. B.COM** **DURATION: 2 Hrs.** **MAX. MARKS:80**

- Instructions:**
1. All Questions are compulsory.
 2. Figures to the right indicate full marks.
 3. Every main question should begin on fresh page.
 4. Answer sub-questions in Q. No. I and Q. II in not more than 100 word each.
 5. Answer sub-questions in Q. No. III to Q. VI in not more than 400 word each.

Q. I Write short note on any FOUR of the following: **[4 x 4 = 16mks]**

1. Features of Corporate Responsibility.
2. Characteristics of Managing Change
3. Organisational factors for resistance to change
4. Characteristics of Group
5. Unethical Business Practices
6. Primary and Secondary group

Q. II Write short note on any FOUR of the following: **[4 x 4 = 16mks]**

1. Corporate Responsibility towards consumers
2. Overcoming resistance to Change.
3. Views on Organisational Conflict.
4. Significance of Group dynamics.
5. Process of change
6. Causes of Conflict

Q III. Answer any ONE of the following:

[1 x 12 = 12mks]

1. What is Corporate Responsibility? Discuss in detail advantages and disadvantages of corporate responsibility.
2. What are Business ethics? Explain its Features.

Q IV. Answer any ONE of the following:

[1 x 12 = 12mks]

1. What is managing change? Discuss the various steps in Managing Change.
2. Explain the various Individual factors for resistance to change in the business organization.

Q V. Answer any ONE of the following:

[1 x 12 = 12mks]

1. State and explain various characteristics of conflict in the business organization.
2. Discuss in detail the types of conflict in the business enterprise.

Q VI. Answer any ONE of the following:

[1 x 12 = 12mks]

1. Discuss in detail Formal group and Informal group.
2. What is committee? Explain the advantages and disadvantages of committees in a business organization.

***** ALL THE BEST *****