

**CARMEL COLLEGE OF ARTS, SCIENCE AND COMMERCE FOR WOMEN,
SEMESTER END EXAMINATION, APRIL, 2019**

Semester: II of BCom

Subject: General Management (old course)

Total marks: 80

Date: 27/04/2019

Duration: 2 Hours

*Instructions: 1) All questions are compulsory.
2)) Figures to the right indicate marks*

Q1) Answer any FOUR out of SIX.

(4x4=16)

- a) Advantages of business ethics.
- b) Social responsibilities toward consumers.
- c) Meaning of code of ethics.
- d) Meaning of Resistance to Change.
- e) Features of change.
- f) Four causes of change.

Q2) Answer any FOUR out of SIX.

(4x4=16)

- a) Meaning of conflict.
- b) Causes of Interpersonal conflicts.
- c) Functional aspect of conflict.
- d) Any four differences between formal and informal groups.
- e) Features of committees.
- f) Features of BOD.

Q3) a. What are the arguments for and against social responsibilities?

(12marks)

OR

Q3) b. Explain in detail how to manage change.

(12 marks)

Q4) a. Explain in brief the process of change.

(12 marks)

OR

Q4) b. Explain the factors determining ethical and unethical behaviour.

(12 marks)

Q5) a. Explain the feature of conflicts in detail.

(12 marks)

OR

Q5) b. Explain the problems faced by committees and the measures to overcome it. (12 marks)

Q6) a. What is group dynamics? Explain its features.

(12 marks)

OR

Q6) b. Explain in brief the steps in conflict management.

(12 marks)
