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SARASWAT VIDYALAYA'S
SRIDORA CACULO COLLEGE OF COMMERCE & MANAGEMENT STUDIES,
TELANG NAGAR, KHORLIM, MAPUSA - GOA

F.Y.B.COM. (SEMESTER I) EXAMINATION, OCTOBER 2017

GENERAL MANAGEMENT (w.e.f. 2017-2018) [New Syllabus]

Duration: 2 hours

Max. Marks: 80

- Instructions:**
- 1) **All questions are compulsory, however internal choice is available.**
 - 2) **Answer sub-questions in question 1 and question 2 in not more than 100 words each.**
 - 3) **Answer question 3 to question 6 in not more than 400 words each.**
 - 4) **Figures to the right in the brackets indicate maximum marks to the question/ sub-question.**

1. Write short notes on **any four** of the following.

(4×4=16)

- ✓ a. Management and Administration
- ✓ b. Advantages of effective decision-making
- ✓ c. Overcoming resistance to change
- ✓ d. Green management
- ✓ e. Situational approach to management ✓
- ✓ f. Rationality in decision-making

2. Write short notes on **any four** of the following.

(4×4=16)

- ✓ i. Goal conflict and Role conflict
- ✓ ii. Supply chain management
- ✓ iii. European management style
- ✓ iv. Creativity in decision-making
- ✓ v. Conflict management
- ✓ vi. Causes of stress

P.T.O.

3 A / Identify the need and importance of management in modern business. (12)

OR

3 B / State and explain the various types of managerial decisions. (12)

4 A / What is managing change? State its main features. (12)

OR

4 B / Explain the measures that can be introduced to control stress. (12)

5 A / State and explain in detail the various functional areas of management. (12)

OR

5 B / Define decision making & explain the steps in decision making process. (12)

6 A / Explain the steps involved in the process of managing change. (12)

OR

6 B / What is Logistics management? Elaborate its features. (12)
