

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

B.COM. FIRST SEMESTER END EXAMINATION, OCTOBER 2018  
W.E.F. 2013-2014

DURATION: 2 hours

Sub: General Management – I

Max. Marks: 80

- Instructions:**
- 1) *All questions are compulsory; however internal choice is available.*
  - 2) *Answer sub-questions in question I and question II in not more than 100 words each.*
  - 3) *Answer question III to question VI in not more than 400 words each.*
  - 4) *Figures to the right in the brackets indicate maximum marks to the question/ sub-question.*
  - 5) *This question paper consists of 2 pages.*

**L Answer any four of the following:** (4×4=16)

- a. Distinguish between Management and Administration.
- b. How is Japanese style different from American style of management?
- c. What are the advantages of effective decision making?
- d. State and explain any 3 features of logistics management.
- e. How to introduce creativity in decision making process?
- f. Explain briefly Max Weber's Bureaucratic Approach to Management.

**■ Answer any four of the following:** (4×4=16)

- a. State and explain any 4 types of events.
- b. Elaborate on the European style of management.
- c. What do you mean by Supply chain management?
- d. Explain the scope of rationality in organisational decision making.
- e. What are the difficulties encountered in decision making?
- f. Suggest guidelines for effective decision making.

P.T.O.

III.A Define management and explain in detail the elements of management. (12)

OR

III.B Describe thoroughly F. W. Taylor's scientific management theory. (12)

IV.A Define decision-making. Explain the decision making process in detail. (12)

OR

IV.B Explain stress management and disaster management. (12)

V.A Write a detailed note on any 3 functional areas of management. (12)

OR

V.B Give details of situational theory of management. (12)

VI.A State and explain the types of organizational decisions. (12)

OR

VI.B Highlight the various causes of organizational stress. (12)

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