

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

B. COM. FIRST SEMESTER END EXAMINATION, OCTOBER 2019
W.E.F. 2017 – 18 (C.B.C.S Gen. / Hon.)

DURATION: 2 hours

Sub: General Management (CC 1)

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**.

- I. Write short notes on **any four** of the following: (4×4=16)
- a. Levels of management (with diagram)
 - b. Guidelines for effective decision making
 - c. Reasons for change
 - d. Administration v/s Management (any 4 points)
 - e. Difficulties/ Limitations in effective/ rational decision making
 - f. 'Goal Conflict' and 'Role Conflict'
- II. Write short notes on **any four** of the following: (4×4=16)
- i. 'Nenko', 'Ringi' and 'Omikoshi' of Japanese management style
 - ii. Creativity in decision making (meaning and features)
 - iii. Economic factors affecting resistance to change
 - iv. Contingency theory to management thought
 - v. Measures to reduce employee stress
 - vi. European style of management

P.T.O.

III.A Explain in detail the steps involved in the decision making process. (12)

OR

III.B What do you mean by organisational change? Explain the process of organisational change. (12)

IV.A Explain the concept of Management. Elaborately explain the features of Management (12)

OR

IV.B Explain in depth the types of managerial decisions. (12)

V.A What is meant by 'Resistance to change'? Explain the strategies to overcome resistance to change. (12)

OR

V.B What are the various functional areas of management? (12)

VI.A Describe the concept of decision making. State and explain the advantages of rational decision making. (12)

OR

VI.B What is 'Organisational Conflict'? Explain thoroughly the process of conflict management. (12)