

**SARASWAT VIDYALAYA'S
SRIDORA CACULO COLLEGE OF COMMERCE AND MANAGEMENT STUDIES
KHORLIM, MAPUSA-GOA.**

B.COM, FIRST SEMESTER END EXAMINATION, JANUARY, 2021.

Subject: GENERAL MANAGEMENT (CBCS)

Duration: 2 Hours

Max. Marks: 40

Instructions:

- 1) All questions are compulsory, however internal choice is available.
- 2) **Question I** consists of **8 questions** of which **any 5** are to be answered.
- 3) **Question II** consists of **8 questions** of which **any 6** are to be answered.
- 4) Figures to the right in the brackets indicate maximum marks allotted to the questions.

Q.I) Answer ANY FIVE from the following:

(5 x 2 Marks = 10 Marks)

- 1) Explain the significance of Management in business.
- 2) Write a short note on Quantitative Approach to management.
- 3) Write a note on Personnel Management.
- 4) Suggest guidelines for effective decision making. (Any 4)
- 5) Group Decisions are superior to individual decisions. Discuss.
- 6) Explain Rationality in decision making.
- 7) Write a brief note on Managing Change.
- 8) Explain Goal Conflict.

Q.II) Answer ANY SIX from the following:

(6 x 5 Marks = 30 Marks)

- 1) Explain the functions of Operative level of managers.
- 2) Give five points of distinction between Administration & Management.
- 3) Discuss the essential features of Japanese Management Style. (Any 5 points)
- 4) Explain the difficulties in effective decision making.
- 5) Describe the process of Creativity in organisational decision making.
- 6) Briefly explain the types of managerial decisions.
- 7) Suggest measures to overcome resistance to change. (Any 5 points)
- 8) Discuss the reasons for inter-group conflicts within the organization.

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