

SARASWAT VIDYALAYAS
SRIDORA CACULO COLLEGE OF COMMERCE AND MANAGEMENT STUDIES
FY B.COM, FIRST SEMESTER END EXAMINATION, JANUARY 2022
W.E.F. 2017-18 (CBCS)
GENERAL MANAGEMENT

(Duration: 2 hours)

(Total Marks: 80)

Instructions

- 1) **All** question 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 to questions **3** to **6** must be of approximately **400** words each.
- 4) Answer **each** question on a **fresh** page.

Q. 1. Write short notes on any FOUR of the following: (4 x 4 marks = 16 marks)

- A) Management as a Profession
- B) Middle Level Management
- C) Personnel Management
- D) Uncertainty in decision making
- E) Stress Management
- F) Role incompatibility

Q. 2. Write short notes on any FOUR of the following: (4 x 4 marks = 16 marks)

- G) Green Management
- H) Resistance to change
- I) Group decisions
- J) Intra - Group conflict
- K) Contingency approach
- L) Goal Conflict

Q3. X) Elaborate on the features of Management. **12 Marks**

OR

Y) Distinguish between Administration and Management. **12 Marks**

Q. 4. X) Discuss the American Style of Management. **12 Marks**

OR

Y) Discuss in detail the steps in decision making process. **12 Marks**

Q.5.X) Enumerate the various types of managerial decisions. **12 Marks**

OR

Y) Explain factors effecting resistance to change. **12 Marks**

Q. 6. X) Explain the reasons for organisational change? **12 Marks**

OR

Y) Describe process of Conflict Management? **12 Marks**