

SARASWAT VIDYALAYA'S
SRIDORA CACULO COLLEGE OF COMMERCE & MANAGEMENT STUDIES,

TELANG NAGAR, KHOLIM, MAPUSA – GOA

B.COM FIRST SEMESTER END EXAMINATION, NOVEMBER 2022

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 1 and questions 2 is **not more than 100 words each.**
- 3) Answer question 3 to questions 6 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 questions **paper consists of 2 pages.**

I. Write short notes on **any four** of the following: (4x4=16)

- a) Administration v/s management (any 4 points).
- b) Directing as a function of management.
- c) Advantages / benefits of rational decision making.
- d) Features of creativity in decision making.
- e) Goal conflict.
- f) Process of change management.

II. Write short notes on **any four** of the following: (4x4=16)

- a) American style of management.
- b) Top level of management.
- c) Systems theory.
- d) Difficulties In effective decision making.
- e) Features of organisational change.
- f) Logistics management.

III.A. What is management? Explain its features (any six). (12)

OR

III.B. "Managerial decision making is aimed at resolving problems and enabling effective and efficient performance of organisation". Explain the types of managerial decisions. (12)

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

OR

IV.B. What is meant by 'Resistance to change'? Explain the Strategies to Overcome Resistance to change. (12)

V.A. Explain the measures adopted for managing stress in the corporate sector. (12)

OR

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

VI.A. Define Conflict . Explain the process of Conflict Management in the organisation. (12)

OR

VI.B. State and explain the significant features of Japanese style of management (any six). (12)