

C.E.S, College of Arts and Commerce, Cuncolim, Salcete- Goa

F. Y. B. Com. First Semester End Examination

General Management - CC 1

October / November
2019

Date: 19/10/2019

Marks: 80

Time: 10.00 am to 12.00 noon -

Duration: 2 Hours

Instructions: 1) All Questions are Compulsory, however internal choice is available.

2) Figures to the right indicate maximum marks allotted to the questions.

- Q.1 Answer the following Questions: (Any Four) 16
- Write a note on Middle Level Management.
 - What is Personnel Management?
 - Distinguish between Programmed and Non-programmed decisions.
 - Outline the limitations of decision making.
 - Comment on the Inter- personal Conflicts.
 - Explain the economic factors resulting in resistance to Change.
- Q.2 Answer the following Questions: (Any Four) 16
- What is Production Management?
 - Write a note on Lower level Management.
 - Distinguish between Organizational and Personal decisions.
 - Write a note on Intra-personal Conflicts.
 - What is Green Management?
 - Comment on Logistic Management.
- Q.3 a) What is Management? Outline the features of Business management. 12
- OR
- b) Comment on the Japanese style of Business Management. 12
- Q.4 a) Explain the procedure of Rationality in decision making. 12
- OR
- b) Outline the Principles of effective decision making. 12
- Q.5 a) Comment on the elements of Supply Chain Management. 12
- OR
- b) Highlight the steps involved in Conflict Management process. 12
- Q.6 a) Define Stress Management and discuss the Personal and Organizational measures for Stress Management. 12
- OR
- b) Comment on the Organizational factors resulting in resistance to Change. 12

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