

**GOVERNMENT COLLEGE OF COMMERCE & ECONOMICS, BORDA, MARGAO-GOA**  
**B.com (Sem I) SEMESTER END EXAMINATION, OCTOBER 2019**  
**CC1: General Management**

Time: 2 Hours

Total marks: 80

Instructions: (1) Attempt all questions.

(2) Figures to the right indicate full marks.

(3) Answer sub questions in Q1 & Q2 in not more than 100 words.

(4) Answer questions 3 to 6 in not more than 400 words.

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Q.1) Write short notes on **ANY FOUR** of the following questions: (4\*4=16 Marks)

- a. Logistic Management
- b. American Style of Management
- c. Supply Chain Management
- d. Any 4 difficulties in decision making
- e. Quantitative approach to management
- f. Individual Conflicts

Q.2) Write short notes on **ANY FOUR** of the following questions: (4\*4=16 Marks)

- a. Conflict management
- b. Contingency Approach to management
- c. Creativity in decision making
- d. Any 4 measures taken to overcome stress
- e. Features of decision making (any four)
- f. Overcoming resistance to change (any four)

Q.3.A) Explain the importance of management (12 Marks)

**OR**

Q.3.B) Explain briefly the functional areas of management. (12 Marks)

Q.4.A) Explain the various types of managerial decisions. (12 Marks)

**OR**

Q.4.B) Discuss the guidelines for effective decision making. (12 Marks)

Q.5.A) Organizational changes occur due to various reasons. Explain (12 Marks)

**OR**

Q.5.B) Elaborate on the factors effecting resistance to change. (12 Marks)

Q.6.A) Explain the importance of green management. (12 Marks)

**OR**

Q.6.B) What are the causes of stress? (12 Marks)

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