

GOVERNMENT COLLEGE OF COMMERCE & ECONOMICS, BORDA, MARGAO-GOA
B.com (Semester I) End Examination, October -2018
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.

Q.I) Answer **ANY FOUR** of the following questions: (4*4=16 Marks)

1. Japanese style of management
2. Management of change
3. Green Management
4. Limitations of decision making
5. Management and Administration
6. Features of creativity

Q.II) Answer **ANY FOUR** of the following questions: (4*4=16 Marks)

1. Production management
2. Rationality in decision making
3. Logistics management
4. American style of management
5. Advantages of decision making
6. Conflict management

Q.III.A) What is Management? Explain the features of management in Business. (12 Marks)

OR

Q.III.B) Explain the following functional areas of management. (12 Marks)

- a) Purchase management

b) Marketing management

Q.IV.A) Explain the different types of managerial decision at the Organisational level. (12 Marks)

OR

Q.IV.B) State and explain the various steps involved in decision making process. (12 Marks)

Q.V.A) Explain the factors affecting resistance to change. (12 Marks)

OR

Q.V.B) Explain the steps involved in managing change in an organisation. (12 Marks)

Q.VI.A) What is stress management? Explain causes for stress in business environment and measures to Overcome stress. (12 Marks)

OR

Q.VI.B) What do you mean by supply chain management? Explain its process. (12 Marks)