

**M.E.S. COLLEGE OF ARTS & COMMERCE, ZUARINAGAR-GOA**  
**B.Com (CBCS) I Semester End Examination (Regular/ Repeat), January, 2022**  
**CC 1- GENERAL MANAGEMENT (UCOC101)**

**Duration: 2 hours**

**Max Marks: 80**

- Instructions:**
1. All Questions are compulsory however internal choice is available.
  2. Figures to the right indicate maximum marks to the question.
  3. Answer Q1 sub- questions not more than 100 words each.
  4. Answer Q2 sub- questions not more than 400 words each.

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**Q.1. Answer Any four** of the following question. **(4 x 4 =16)**

- i) Explain any four features of Management.
- ii) Discuss the benefits of Rational Decision Making.
- iii) Discuss in brief the Levels of Management.
- iv) Explain the difficulties encountered in Effective Decision Making
- v) Explain the concept of Creative Decision Making.
- vi) Explain any four point of difference between Management and Administration.

**Q.2. Answer Any four** of the following question. **(4 x 4 =16)**

- a) Explain the concept of Green Management.
- b) What is Conflict Management?
- c) Explain the concept of Supply Chain Management.
- e) Explain any four features of Change.
- f) Explain the concept of Distress.
- g) Explain any four ways of overcoming Resistance to Change suggested by Kotter and Schlesinger.

**Q.3. A)** Discuss the features of Japanese Style of Management. **(12)**

**OR**

**B)** Explain the various Functional Areas of Management. **(12)**

**Q.4. A)** Explain the steps in the Decision Making Process. **(12)**

**OR**

**B)** Discuss the guidelines for Effective Decision Making. **(12)**

**Q.5. A)** Explain the individual factors affecting Resistance to Change. **(12)**

**OR**

**B)** Explain the different types of Conflicts in Organisation. **(12)**

**Q.6. A)** What is Logistics Management? Explain the features of Logistics Management. **(12)**

**OR**

**B)** Explain the various organisational measures to overcome Stress. **(12)**

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