

CARMEL COLLEGE OF ARTS, SCIENCE & COMMERCE FOR WOMEN
SEMESTER END EXAMINATION, JANUARY 2022

Semester : I

Subject : Commerce

Paper name and code : General Management (CC-1)

Duration : 2 Hours

Date :

Total marks : 80

Instructions: 1. All questions are compulsory.

2. Answer sub-questions in Question no. 1 and Question no. 2 in not more than 100 words each.

3. Answer Question no. 3 to Question no. 6 in not more than 400 words each.

4. Figures to the right indicate maximum marks to the questions.

Q.1. Answer any 4 of the following questions.

(4x4 = 16 marks)

- a) What are the objectives of Purchase management?
- b) Explain the modern thought of Systems approach.
- c) Explain any four limitations of American style of management.
- d) Explain the term "individual decisions".
- e) What is rationality in decision making?
- f) Explain the term "routine decisions".

Q.2. Answer any 4 of the following questions.

(4x4 = 16 marks)

- a) Explain any four features of organizational conflict.
- b) Explain the two types of inter-individual conflict.
- c) Explain any the reasons for inter-group conflict.
- d) Explain any two causes of stress.
- e) What is logistics management?
- f) Explain the term "green management".

Q.3. a) What is Personnel Management? Explain its objectives and functions.

(12 marks)

OR

b) Distinguish between Management and Administration.

(12 marks)

Q.4. a) What is creativity in decision making. Explain its features and steps.

(12 marks)

OR

b) Explain the advantages and difficulties faced in rational decision making.

(12 marks)

Q.5. a) What is meaning of change? Explain the reasons for change.

(12 marks)

OR

b) What is conflict management? Explain the process of conflict management.

(12 marks)

Q.6. a) What are the types of stress? Explain the measures to overcome stress.

(12 marks)

OR

b) What is supply chain management? Explain its process.

(12 marks)
