

CARMEL COLLEGE OF ARTS, SCIENCE & COMMERCE FOR WOMEN
NUVEM-GOA
SEMESTER END EXAMINATION, NOVEMBER 2022
Semester: I of BCOM

Course Title: General Management

Course Code: UCOC101

Total marks: 80 Marks Date: 25/11/2022 Duration: 2 Hours Total No. of Pages: 1

Instructions: *1. All questions are compulsory.*

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

Q.1. Answer any four of the following:

(4x4 = 16 marks)

- 1) Write a note on American style of management.
- 2) Differentiate between administration and management.
- 3) Write a note on quantitative approach to management.
- 4) Explain the types of individual conflicts.
- 5) Enumerate the guidelines for effective decision making.
- 6) Explain the features of creative decision making.

Q.2. Answer any four of the following:

(4x4 = 16 marks)

- 1) Explain organizational stressors.
- 2) Explain any four features of creativity.
- 3) Write a note on supply chain management.
- 4) Write a note on resistance to change.
- 5) Explain any two types of stress.
- 6) What is conflict management.

Q. 3. A) What is management? Explain the importance of management.

(12 marks)

OR

B) Explain the Japanese style of management.

(12 marks)

Q. 4. A) Explain the features of decision making.

(12 marks)

OR

B) Discuss the guidelines for effective decision making.

(12 marks)

Q. 5. A) Explain the factors affecting resistance to change.

(12 marks)

OR

B) Explain the change process.

(12 marks)

Q. 6. A) What is stress management? Suggest some measures for managing stress.

(12 marks)

OR

B) What is green management? Explain its importance.

(12 marks)
