

**F.Y.B.COMSEMESTER END EXAMINATION**  
**OCT-NOV/APRIL/MAY-JUNE 2018-19 (REGULAR/REPEAT/SPECIAL REPEAT)**

**SUB: General Management**

**SEMESTER: I**

**DURATION: 2 hours**

**MAX. MARKS: 80**

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- Instructions:**
- i. All questions are compulsory and are having internal choice.
  - ii. Figures to the right indicate marks allotted.
  - iii. Every main question should begin on fresh page.
  - iv. Q.I and Q.II to be answered in not more than 100 words.
  - v. Q.III to Q.VI to be answered in not more than 400 words.
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**Q.I Write Short note on ANY FOUR of the following:**

**[4 X 4 = 16 marks]**

- a) Contingency approach to management.
- b) Benefits of rational decision making.
- c) Personnel management.
- d) Features of creativity in decision making.
- e) Features of Japanese style of management.
- f) Guidelines for effective decision making.

**Q.II. Answer ANY FOUR of the following:**

**[4 X 4 = 16 marks]**

- a) Reasons for change in an organization.
- b) What is meant by resistance to change?
- c) What is inter group conflict?
- d) What is logistic management?
- e) What is supply chain management?
- f) Explain any four types of stress.

**Q.III. Answer ANY ONE of the following:**

**[1 X 12=12 marks]**

1. Distinguish clearly between Management and Administration.
2. "No Management, no successful business". Explain importance of management in business.

**Q.IV. Answer ANY ONE of the following:**

**[1 X 12=12 marks]**

1. Explain briefly the types of managerial decisions.
2. What is Decision Making? Explain the steps in decision making process.

**Q. V. Answer ANY ONE of the following:**

**[1 X 12=12 marks]**

1. How would you overcome resistance to change at the individual level?
2. What is Conflict? Explain the process of conflict management.

**Q.VI. Answer ANY ONE of the following:**

**[1 X 12=12 marks]**

1. What is meant by 'Green Management'? Explain its importance in today's business.
2. Explain the stress control measures at individual level.