

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF
COMMERCE AND ECONOMICS, PONDA-GOA
B.COM, CBCS (SEMESTER –I) SUPPLEMENTARY EXAMINATION
DECEMBER 2020
GENERAL MANAGEMENT

Duration: 2 hours

Marks: 40

Q.1) Answer any 10 questions.

(2mks each)

1. Define and explain the concept Management'.
2. Explain two differences between Administration and Management.
3. Explain the 'Nenko' concept of the Japanese theory.
4. Explain any one feature of management
5. Explain tactical decisions taken by the management.
6. Why is creativity important in decision making.
7. Why is identifying the problem important while taking a decision.
8. Define and explain Rational decision making'
9. Explain 2 reasons why employees resist change in the organization.
10. 'Change is an ongoing and continuous process'- explain the statement.
11. Explain what is inter group conflict with an example.
12. How does 'Conflict management process' help both employees and employers?
13. Explain the concept 'Green Technology'.
14. Does 'work in an organization' cause stress? Explain how with an example.
15. 'CRM is an important factor in the supply chain'. Explain CRM's role in the supply chain.
16. Define and explain the term 'Logistics Management.'

Q.2) Answer any 4 questions.

(5mks each)

1. Explain Situational theory.
2. Explain briefly the steps in a decision making process.
3. Explain any five reasons for change.
4. Explain briefly the Conflict Management process.
5. Explain any 5 importance of Green Management.
6. Explain briefly the Supply Chain process.