

C180

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**SARDAR PATEL UNIVERSITY**  
**M. COM (FIRST SEMESTER) (CBCS)**

**2015**

**SATURDAY, 25<sup>th</sup> APRIL**

**10.30a.m. TO 1.30p.m.**

**COURSE TITLE: BUSINESS MANAGEMENT**

**COURSE CODE: PB01CCOM01**

**Maximum Marks: 70**

**Instructions:**

1. Answers to the two sections are to be written separately in answer-book.
2. Figures to the right indicate full marks of the questions.

**SECTION-I**

Q.1. Discuss decision making process in detail 18

**OR**

Q.1. What is decision making? Describe types of decision in detail. 18

Q.2. Clarify the concept of information and explain why company use MIS  
in a wider way? 17

**OR**

Q.2. Discuss the process of MIS in detail. 17

**SECTION-II**

Q.3. What is conflict? Explain individual level and interpersonal conflict. 18

**OR**

Q.3. Define the word coordination and describe the various techniques which  
helps to make coordination effective. 18

Q.4. "It is necessary for a company to adopt TQM"- Justify it. 17

**OR**

Q.4. "Traditional management is better than TQM"- Give your comments. 17

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