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SC

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

2016

MONDAY, 18th APRIL

02.30p.m. TO 5.30p.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. Define the term decision and discuss decision making process in detail. 18
OR
Q.1. What is management? Explain importance of management in detail. 18
Q.2. Discuss the process of MIS (management information system). 17
OR
Q.2. Describe the causes of poor management information system in detail. 17

SECTION-II

- Q.3. Explain types of coordination with examples. 18
OR
Q.3. Explain individual level and interpersonal conflict in detail. 18
Q.4. Discuss potential benefits of TQM. 17
OR
Q.4. What is total quality management? Explain characteristics of TQM in detail. 17
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