

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

2013

WEDNESDAY, 27th NOVEMBER

10.30 a.m. TO 1.30p.m.

COURSE TITLE: BUSINESS MANAGEMENT

COURSE CODE: PB01CCOM01

Maximum Marks: 70

Instructions:

1. Each section carry equal marks.
2. Figures to the right indicate marks.
3. Answers to the two sections must be written in separate answer books.

SECTION-I

Q.1 Clarify the concept of management and discuss its functions in detail with suitable Illustrations. 18

OR

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

Q.2. (A) Discuss types of information. 09

(B) Explain pre-requisites for designing management information system. 08

OR

Q.2 (A) Describe the process of MIS. 09

(B) Discuss the causes for poor MIS. 08

SECTION-II

Q.3 (A) Discuss individual level conflict with suitable examples. 09

(B) Why co-ordination is required in company?-Expalin. 09

OR

Q.3 Describe conflict management in detail. 18

Q.4 (A) Define the term quality and explain the characteristics of TQM. 09

(B) Discuss the potential benefits of TQM. 08

OR

Q.4 How TQM and traditional management can be differentiate? – Explain in detail. 17

—X—X—