

F.Y. B.Com. Semester -I

Sarita Pravin Usgaonkar Dr. Harip Khanapuri



Prepared as per the new syllabus of Goa University effective from academic year 2017-18.

GENERAL MANAGEMENT

F.Y. B.Com.

(SEMESTER - 1)

SARITA PRAVIN USGAONKAR

M.Com., M.B.A. (GIM),
Associate Professor of Commerce,
Government College of Arts, Science & Commerce,
Quepem – Goa.

DR. HARIP KHANAPURI

Asst. Professor,

Dept. of Commerce,

DCTs S. S. Dempo College of Commerce & Economics

Cujira - Goa.

FIRST EDITION

When you care enough to be better than the best



PUBLISHERS PVT. LTD.

MUMBAI

PUNE & GOA & NAGPUR & VADODARA & BHAVNAGAR

Follow us:



/shethpublishers



/sheth.publishers

Sheth Publishers Private Limited

Our Foot Prints

Regd. Office & Show Room

Unit No. 4, Ground Floor, Lalwani Industrial Estate, 14, G.D. Ambekar Marg, Wadala, Mumbai – 400 031.

© (022) 6662 4553 / 6662 4554 FAX: 6662 4556

Email: support@shethpublishers.com

Goa Pune 'PALLAV-KUNJ', Borda, Margao, Goa, © (0832) 2733436

302, Mahalaxmi Chambers, 3rd Floor, Appa Balwant Chowk, 23, Budhwar Peth, Pune-411 002. © (020) 24450773

Nagpur

Shreeniwas Apt., Mukundraj Lane, Opp. Dharampeth Mahila Bank,

Vadodara

Joshi Brother's Krishna Krupa Miradatar's Tekro,

Bhavnagar

Navabazar, Vadodara – 390001 (Gujarat). © 0265-2418911 / 2411287 Shah & Co. High Court Road, Bhavnagar (Gujarat). © (0278) 2516679

Price: ₹ 90/- only

ISBN - 978-93-87778-58-0

© Authors

The book is strictly written according to the new syllabus available at the time of printing.

Every possible effort has been made to avoid errors and omissions in this publication by the Authors and the Publishers. Inspite of this effort, some typographical errors might have crept in. Any mistake, error or discrepancy noted may be brought to our notice which shall be taken care of in the forthcoming edition. It is hereby notified that neither the Author nor the Publishers or seller will be liable for any damage or loss to anyone, in any manner, there from. It is suggested that to avoid any doubt the reader should cross-check all the facts, law and contents of the publication with original Government publication or notifications wherever applicable.

The text of this publication, or any part thereof, may not be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, storage in an information retrieval system, or reproduced on any disc, tape, perforated media or other information storage device, etc., otherwise, without the prior written permission of the publisher and author. No key to this book can be prepared without the prior written permission of the Publishers. Any violation will invite prosecution legal action under the Indian Copyright Act.

This book is sold subject to the condition that it shall not by way of trade or otherwise, be lent, resold, hire

For binding mistakes, misprints or for missing pages, etc., the publishers' liability is limited to replacement one month of purchase by similar additionally and the publishers' liability is limited to replacement the publishers' liability is liability is limited to replacement the publishers' liability is liability in the publisher the publi within one month of purchase by similar edition. All expenses in this connection are to be borne by the purchaser.

All disputes are subject to jurisdiction of courts, tribunals and forums at Mumbai only. Published & :

Printed by

Sheth Publishers Private Ltd., Unit No. 4, Ground Floor,

Lalwani Industrial Estate, 14, G.D. Ambekar Marg, Wadala, Mumbai – 400 031.



ts model Transfer

I. Introduction to Management	
2. Decision Making	got and O2 to we shawared in bot more than 100 words
	Q3 to Ca to be answered in not more than 400 words.
3. Managing Change	and Conflict Management and Conflict Management and Advantage and Conflict Management and Advantage and Provide and Advantage and Conflict Management and Co
S. MARALOTT	describing to the distribus (Vakwer and 1995) on or stall
(Additional)	2. Smart Answer type questions (Answer any ECIUR and on STA)
4. Emerging Areas	
Latine a Comment	So Full length essay type question
(12 marks)	Full length essay type question
(administration)	The Asset Collins and Live Japan Continue
	a) Full length essay type question
(plants 21 yrs	Full length costs type question
(2. Arum 51)	.5.a) Full length essay type questique con en un action de la contraction de la cont
helmon sily	Pull length essay type question
(12 marks	26.4) Full length essay type question
Edgem II)	Full length essay type question

1. MEANING

An organization needs various resources like men, material, money, machine technology, skills etc. All these resources need to be brought together and make maximum utilization of it in order to achieve the set goals of an organization. The system adopted to make effective utilization of all the resources is known a

Therefore, a manager adopts various functions of management like planning organizing, directing, motivating and controlling. Through these functions, he gets:

- > Work done from the employees.
- > Make optimum utilization of machineries.
- Proper use of available finance and achieve set targets.

The outcome of proper management is to bring increase in the productivity and rise in profitability.

Definition of Management

The term 'management' has been defined by different authorities in different ways. Some of the important definitions of management are as follows:

- 1. "Management is a distinct process consisting of planning, organizing, actuating and controlling performed to determine and accomplish stated objectives by the use of human beings and other resources".
 - George R. Terry
- 2. "To manage is to forecast and to plan, to organize, to command, to co-

- Henry Fayol

The Role of Management

To manage an organization, a manager performs five functions- planning, organizing, staffing, leading and controlling. Since these functions are very essential for effective management, they have been used as the basic framework for performing

In order to understand the role of management, in the late 1960s, Henry Mintzberg devised a new approach- the managerial roles approach- by observing what

He did a careful study of five chief executives at work and found that they were involved in a number of varied, unpatented activities of short duration. Using a method called structured observation, Mintzberg isolated ten roles which he believed