

**Vidya Vikas Mandal's**  
**Shree Damodar College of Commerce & Economics, Margao -Goa**  
**FY B.Com, Semester-I, Supplementary Examination June 2023**  
**General Management (CC 1)**

**Duration: 2hrs****Max Marks: 80**

Instructions:

- 1) Start each question on fresh page.
- 2) All questions are compulsory.
- 3) Figures to the right indicate maximum marks.
- 4) Answer Q.1 and Q.2 in approximately 100 words each and Q.3 and Q.4 in approximately 400 words.

Q.1. Answer any **FOUR** of the following:**(4 X 4=16)**

- a) Differentiate between Administration and Management.
- b) Highlight the features of creativity in decision making.
- c) Elaborate American style of management.
- d) Explain the features of managing change.
- e) Explain the concept of Supply chain management.
- f) Discuss the difficulties in effective decision making.

Q.2. Write Short notes on any **FOUR** of the following**(4 X 4=16)**

- a) Programmed and Non-programmed decisions
- b) Resistance to change
- c) Contingency approach
- d) Constructive and Destructive stress
- e) Conflict management
- f) Logistic management

Q.3)A. Explain briefly the functional areas of management.

**(12 marks)**

OR

Q.3)X. Elaborate the different levels of management.

Q.4)A. Define Decision making. Inspect the guidelines for effective decision making.

**(12 marks)**

OR

Q.4)X. Debate and discuss Rational decision making and its merits.

Q.5)A. What is Change management? Illustrate the main reasons for change.

**(12 marks)**

OR

Q.5)X. Examine the causes of organisational conflict.

Q.6)A. Justify the increasing importance of Green management in business today.

**(12 marks)**

OR

Q.6)X. Assess the measures to control stress.