

**Vidya Vikas Mandal's**  
**Shree Damodar College of Commerce & Economics, Margao-Goa**  
**F.Y.B.Com Semester I, Semester End Examination Oct 2017**  
**GENERAL MANAGEMENT**

**Duration: 2 hours**

**Marks: 80**

- Instructions:** 1) All questions are compulsory  
2) Figures to the right indicate Marks  
3) Start each question on fresh page

**Q1 Write short notes on (Any 4)**

**(4x4=16)**

- a) Guidelines for effective decision making
- b) Contingency approach to management
- c) Types of managerial decisions
- d) Levels of management
- e) Personnel Management
- f) Steps in creative decision making

**Q2 Write short notes on (Any 4)**

**(4x4=16)**

- a) Logistics Management
- b) Change process
- c) Green Management
- d) Overcoming Resistance to change
- e) Causes of Stress
- f) Measures taken to control stress

**Q3 A) Explain the meaning and importance of Management**

**(12 Marks)**

OR

**B) State and explain the difference between Japanese, European and American styles of Management**

**(12 Marks)**

**Q4 A) What are the advantages and disadvantages of adopting Rationality in decision making process**

**(12 Marks)**

OR

**B) Discuss the various Reasons for Change in a business organisation (12 Marks)**

**Q 5 A) what is Conflict Management? Explain the Process**

**(12 Marks)**

OR

**B) Discuss the various factors causing Resistance to Change**

**(12 Marks)**

**Q6 A) Explain the process of Supply Chain Management**

**(12 Marks)**

OR

**B) Discuss the various factors that lead to individual and group conflicts in a business organisation**

**(12 Marks)**