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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)