

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
FY B.Com, Semester-I, Semester End Examination October 2019  
General Management (CC1)

**Duration: 2hrs**

**Max Marks: 80**

**Instructions: 1) All questions are compulsory**

- 2) Answers to sub questions in 1 and 2 to be answered in not more than 100 words
- 3) Answers to question 3 to 6 to be answered in not more than 400 words each.
- 4) Figures to the right indicate maximum marks.
- 5) Start each question on fresh page.

Q1 Write short notes (any 4)

(16)

- a) Japanese style of management
- b) Marketing Management
- c) Systems Theory
- d) Benefits of rationality
- e) Creativity
- f) Features of decision making

Q 2 Write short notes on (any 4)

(16)

- a) Features of change
- b) Resistance to change
- c) Individual Conflicts
- d) Green Management
- e) Logistics Management
- f) Supply Chain Management

Q 3 A) Explain the features of management in detail.

(12)

OR

Q 3 X) Describe the functions of Top, Middle, and Lower Levels of management.

Q 4 A) Define Decision making. Explain the merits of effective decision making.

(12)

OR

Q 4 X) Describe the decision making process.

Q 5 A) Explain the process of managing change.

(12)

OR

Q 5 X) Describe the methods to manage change at individual level.

Q 6 A) What is Stress? Explain the individual causes of stress.

(12)

OR

Q 6 X) Describe the organizational measures for stress management.