

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
F.Y.B.Com Semester I, MAY/JUNE SUPPLEMENTARY EXAMINATION 2018  
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) European Style of management
- b) Difficulty in effective decision making
- c) Materials Management
- d) Creativity in decision making
- e) Types of Managerial Decisions
- f) Levels of management

**Q 2 Write short notes on (Any 4) (4x4=16)**

- a) Reasons for Change
- b) Logistic Management
- c) Measures taken to control stress
- d) Individual Conflict
- e) Causes of stress Management
- f) Overcoming Resistance to change

**Q3A) Explain the American management style. How does it differ from the Japanese style? (12 Marks)**

OR

**B) State and explain the various steps involved in the decision making process. (12 Marks)**

**Q4 A) Explain the concept "Rationality and Decision Making" Discuss its benefits and limitations. (12 Marks)**

OR

**B) Explain the concept "Resistance to change" Discuss the individual and organisational factors affecting resistance to change. (12 Marks)**

**Q5 A) Explain the concept "Green Management" discuss its significance in today's Industrial scenario. (12 Marks)**

OR

**B) Discuss the conflict management process. (12 Marks)**

**Q6 A) what do you know by 'STRESS' Explain its various types. (12 Marks)**

OR

**B) Explain the process of Supply Chain Management (12 Marks)**