

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
F.Y.B.Com Semester I, Supplementary Examination, May/June 2019  
**GENERAL MANAGEMENT**

**Duration: 2 hours**

**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 Marks  
5) 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) Change process
  - b) Green Management
  - c) Features of conflict Management
  - d) Causes of stress
  - e) Causes of Conflict
  - f) Measures 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 various factors affecting resistance to change. (12 Marks)

- Q5 A) Discuss the various measures taken to control organisational stress. (12 Marks)

OR

- B) What do you mean by conflict? Explain the <sup>Types</sup> of organisational conflicts (any 4) (12 Marks)

Q6 A) What is Stress Management? Describe the various types of stress.

(12 Marks)

OR

B) Explain the following

- a) Logistic management
- b) Supply Chain Management

(12 Marks)