

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 ^{Types} 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)