

**Goa Vidyaprasarak Mandal's  
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE  
AND ECONOMICS, PONDA-GOA  
B.COM. (SEMESTER-I) CHOICE BASED CREDIT SYSTEM  
SUPPLEMENTARY EXAMINATION, MAY/JUNE 2019  
GENERAL MANAGEMENT**

**Duration: 2 Hours**

**Marks: 80**

Instructions: All questions are compulsory.

Q 1) Answer any **FOUR** of the following. 4x4=16

- a. What are the features of management?
- b. Explain any four features of American style of management.
- c. Write a short note on Bureaucratic style of management.
- d. What is the concept of sales/marketing function?
- e. What are the features of creativity?
- f. What do you mean by Logistic Management?

Q 2) Answer any **FOUR** of the following. 4x4=16

- a. What is the concept of personal management?
- b. What Green management includes?
- c. What are the functions of the bottom level management?
- d. What are the differences between Management and Administration?
- e. What are the different types of stress?
- f. What do you mean by Quantitative Approach to management?

Q 3) What is Management? Write its importance. (12)

**OR**

Q.3) What do you mean by Conflict? Explain Intra-Personal conflicts in brief.

Q 4) Explain features of Japanese style management. (12)

**OR**

Q.4) What is decision making? How it can be made effective? (12)

Q 5) What are the steps in Creativity? (12)

**OR**

Q.5) What do you mean by supply chain management? Write its process.

Q 6) What do you mean by change? Explain the reasons for change. (12)

**OR**

Q.6) What do you mean by Stress? What are its causes?

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