

## Vidya Vikas Mandal's

Shree Damodar College of Commerce &amp; Economics, Margao, Goa

FY BBA(FS), Semester I, Semester End Assessment, November 2023 (OA-38, NEP-2020)

## MGF-100: Fundamentals of Management

Duration: 02 Hours

Marks:80

**Instructions:**

1. Start each question on fresh page.
2. Figures to the right indicates the full marks.

**Q.1. Answer the following questions:****(4x2 = 08 Marks)**

- a. Enumerate any four Characteristics of a Good Manager.
- b. Highlight the Importance of Planning.
- c. Enlist any four functions of a Leader.
- d. Discuss any two Causes of Organizational Conflicts.

**Q.2 Answer the following questions:****(2x4 = 08 Marks)**

- A. i) Differentiate between Management and Administration.
- A. ii) Describe the Elements of Directing.

**Q.3 Answer the following questions:****(2x8 = 16 Marks)**

A i) Assume you are a Departmental Manager in an organization trying to design an activity to encourage your subordinates. Explain your planning team to help understand the Maslow's Theory of Hierarchy of Needs in order to design the activity.

A ii) The HR Manager of ALT Ltd. has proposed a new plan which will be implemented in January 2024 for recording the attendance of its employees. This system involves the latest technology including online software that will record employees attendance based on GPS location which is not recorded as per the existing system in the organisation. For this, employees are currently not accepting this proposal because, as per this system they will have to be present in the office premises and needs to have speedy internet services. As the HR manager, Describe the measures that can be undertaken in order to overcome the Resistance to this Change in the organisation.

**Q.4 Answer the following questions:****(2x8 = 16 Marks)**

A i) Assuming you are the production manager of TLM & Co., wanting to implement a proper control process in the department, Explain the Steps in Control Process.



**A ii)** Management is a broad business discipline, and the Principles of Management course covers many management areas such as human resource management and strategic management, as well as behavioral areas such as motivation. Describe the Principles of Management given by Henry Fayol.

**OR**

**Q.4 Answer the following questions:**

**(2x8 = 16 Marks)**

**A iii)** Assuming you are newly appointed as a Branch Manager of a newly established manufacturing unit in Delhi, Elaborate on the Management Process that you would consider while performing your duties.

**A iv)** Mapple Inc., Bangalore, is planning to start a new branch in Goa, for which, the company needs 100 new Employees to fill up various vacancies. Explain the steps in Staffing Process which the company needs to follow.

**Q5. Answer ANY FOUR of the following:**

**(4x8 = 32 Marks)**

**i)** CFDH Bank and CICIC Bank are two different service oriented units. CFDH Bank encourages Teamwork at workplace whereas, CICIC Bank focuses on achieving tasks Individually without teams. Compare the situation in both the organisations and Discuss the Advantages and Limitations of Teamwork in an organisation. Also comment on which of the two banks will be in a better position to the achieve organisational objectives.

**ii)** A company's organizational communication encompasses many different styles of communication between many different groups of people. Explain the Types of Communication in an Organisation.

**iii)** An organizational structure outlines how certain activities are directed to achieve the goals of an organization. Distinguish between Formal and Informal Organisational Structure.

**iv)** A leadership style is a way in which a leader accomplishes their team's objective by motivating employees to work towards the common goal and focusing on their well-being. Differentiate between the Autocratic and Democratic Styles of Leadership.

**v)** Organizational development is a planned, systematic change in the values or operations of employees to create overall growth in a company or organization. Describe the Steps in Organisational Development.

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