

Vidya Vikas Mandal's
 Shree Damodar College of Commerce & Economics, Margao-Goa
 FY BBA(FS), Semester-II (Regular), Semester-End Assessment, June 2022
 BFS CC 5: Essentials of Management

Duration: 2 hours

Max. Marks: 60

Instructions:

- Start each question on fresh page.
- Figures to the right indicate maximum marks.
- Q.1 is compulsory, however internal choice is available.
- Answer any four questions from Q.2 to Q.6.

Q.1. Write short note on any five of the following:

(5x4 = 20 marks)

- a. Staffing.
- b. Behavioural Theory of Leadership.
- c. Organisational Development.
- d. Change Management.
- e. Organisational Behaviour.
- f. Formal Organisation.

Q.2. A leadership style indicates how the leader behaves while using his power & influences the relations. With reference to this, explain any one style of leadership. (10 marks)

Q.3. Illustrate how Herzberg's ideas differ from those of Maslow. (10 marks)

Q.4. Employees may resist change merely because they want to avoid extra work. Some stakeholders may have little experience with processing organizational change. Simple inertia can lead many people to resist change. Illustrate. (10 marks)

Q.5. When an individual looks at the object and attempts to interpret the same, what he or she sees it is largely influenced by the personal characteristics. These factors are inside a person. Explain. (10 marks)

Q.6. Good communication skills are essential to allow others and yourself to understand information more accurately and quickly. In contrast, poor communication skills lead to frequent misunderstandings and frustration. Explain. (10 marks)
