

Vidya Vikas Mandal's  
\* Shree Damodar College of Commerce & Economics, Margao-Goa\*  
F.Y. BBA (FS), Semester II, End Semester Examination, APRIL 2017

**ESSENTIALS OF MANAGEMENT-II**

**Timing: 2 Hours**

**Max.Marks:60**

**Instructions:**

- Figures to the right indicate maximum marks
- Start each new question on a fresh page
- Question **ONE** compulsory

Q1. Write short notes on **Any Three** of the following: - (3X4=12 marks)

- a. Elements of Forecasting
- b. Steps in Organising
- c. Environment Uncertainty
- d. Features of Organisational Environment
- e. Positive effects of conflict

Q2.a. Explain the Techniques of Forecasting to reduce the degree of uncertainty. (12)

**OR**

Q2.x. Give six points of difference between Planning and Forecasting. (06)

y. Explain the significance of Planning. (06)

Q3.a. What is External Environment? Discuss the types of External Environment. (12)

**OR**

Q3.x. Discuss about the Internal Organizational Environment. (06)

y. Explain the types of Foreign Environment. (06)

Q4.a. What is Change Management? Explain the sources of Resistance to Change. (12)

**OR**

Q4.x. Highlight the measures to overcome Resistance to change. (06)

y. Kurt Lewins has proposed Three step model of change. Explain. (06)

Q5.a. Explain Team Development. Highlight the factors contributing to team development. (12)

**OR**

Q5.x. Highlight the causes of conflict. (06)

y. What is Conflict Management? Discuss the styles of conflict management. (06)

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