

Vidya Vikas Mandal's  
Shree Damodar College of Commerce & Economics, Margao-Goa  
F.Y.BBA(FS), Semester II, Semester-End Assessment, REPEAT, April 2019  
BFS C201: ESSENTIALS OF MANAGEMENT - II

Duration: 3 hours

Max. Marks: 60

Instructions:

- *Figures to the right indicate maximum marks.*
- *All questions are compulsory, however internal choice is available.*
- *Each question start on a fresh page.*

**Q. 1. Answer any FOUR of the following:**

(4x3=12mks)

- a) Explain any three advantages of centralisation of authority.
- b) What is meant by Environmental Uncertainty?
- c) Discuss the factors that lead to organisational change.
- d) State and explain the strategies of conflict management.
- e) Write a short note on span of control.

**Q. 2. a) What is Planning? State and explain the essentials of a good business plan.** (12 mks)

**OR**

- x) Discuss in brief any three techniques of controlling. (06 mks)
- y) What is Delegation of Authority? Explain in brief any four principles of delegation of authority. (06 mks)

**Q. 3. a) What do you mean by Internal Business Environment? Discuss the factors affecting internal business environment.** (12 mks)

**OR**

- x) What is Organisational Environment? State and explain the features of organisational environment. (06 mks)
- y) Discuss the relevance of international business environment. (06 mks)

**Q. 4. a) What is Team Work? Discuss in detail the stages of team development.** (12 mks)

**OR**

- x) State and explain any three factors contributing to team development and effectiveness. (06 mks)
- y) What is meant by Conflict? Discuss the positive effects of conflict in an organisation. (06 mks)

**Q. 5. a) Briefly explain the process of management of change.** (12 mks)

**OR**

- x) Define Organisational Development. Enumerate the objectives of organisational development. (06 mks)
- y) Explain Kurt Lewins three step model of change. (06 mks)