

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
F.Y.BBA(FS), Semester II, Semester-End Assessment, April 2019
BFS CC 5: ESSENTIALS OF MANAGEMENT

Duration: 2 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) Write a note on charismatic style of leadership.
- b) Explain the factors that lead to organisational change.
- c) State the benefits of a good organisational structure.
- d) Explain the positive effects of conflict in organisation.
- e) Discuss the features of communication.

Q. 2. a) Define Communication. Explain in detail the different types of communication.

(12 mks)

OR

x) Discuss the functions of leadership.

(06 mks)

y) Neatly draw and explain Maslow's need hierarchy theory of motivation.

(06 mks)

Q. 3. a) What is Management of Change? State and explain the features of managing change.

(12 mks)

OR

x) Discuss the measures to overcome resistance to change.

(06 mks)

y) Explain the guidelines for resistance to change.

(06 mks)

Q. 4. a) What is Perception? Briefly explain the factors influencing perception.

(12 mks)

OR

x) What is Formal Organisation? State the advantages and disadvantages of formal organisation.

(06 mks)

y) Briefly discuss the significance of organisational behaviour.

(06 mks)

Q. 5. a) What is Team Work? Briefly explain the stages in team formation.

(12 mks)

OR

x) What is Conflict? Explain the different types of conflict in organisation.

(06 mks)

y) Neatly draw and explain the styles of conflict management.

(06 mks)