

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)