Duration: 2 hours   Max. Marks: 60

Instructions:
- *Figures to the right indicate maximum marks.*
- *All Questions are compulsory.*

Q1. Write a short note on any FIVE of the following.: -   (5*4=20 marks)

   a. Payment Banks
   b. Fixed Deposits
   c. Countermanding
   d. Repo Rate
   e. Bridge Loan
   f. Know your Customer

Q2.
   a. Write a short Note on Monetary Policy.   **(04 marks)**
   b. Explain the Qualitative Tools of credit control used by Reserve Bank of India **(06 marks)**

<div align="center">OR</div>

   i. State and explain the promotional functions of Reserve Bank of India.   **(10 marks)**

Q3.
   a. Write a short note on Demand Draft.   **(04 marks)**
   b. Discuss the requisites of a Cheque.   **(06 marks)**

<div align="center">OR</div>

   i. Explain the different types of Cheques.   **(10 marks)**

Q4.
   a. Write a short note on Savings Deposits.   **(04 marks)**
   b. Explain the important General Utility services offered by banks.   **(06 marks)**

<div align="center">OR</div>

   i. What is a Security? State and explain the types of securities against which a bank offers loans.   **(10 marks)**

Q5.
   a. Write a note on Cooperative Banks.   **(04 marks)**
   b. State and explain the benefits of Banking.   **(06 marks)**

<div align="center">OR</div>

   i. State and explain the role of commercial banks in economic development.   **(10 marks)**

SUBJECT: (BFS AECC 3) BUSINESS COMMUNICATION

Timing: 2 Hours   Marks: 60

Instructions: 1. All Questions are compulsory.

           2. Figures to the right indicate full marks.

           3. Write each question on a fresh page.

Q I. Read the passage given below and answer the questions that follow:

Concussions are brain injuries that occur when a person receives a blow to the head, face, or neck. Although most people who suffer a concussion experience initial bout of dizziness, nausea, and drowsiness, these symptoms often disappear after a few days. The long-term effects of concussions, however, are less understood and far more severe. Recent studies suggest that people who suffer multiple concussions are at significant risk for developing chronic traumatic encephalopathy (CTE), a degenerative brain disorder that causes a variety of dangerous mental and emotional problems to arise weeks, months, or even years after the initial injury. These psychological problems can include depression, anxiety, memory loss, inability to concentrate, and aggression. In extreme cases, people suffering from CTE have even committed suicide or homicide. The majority of people who develop these issues are athletes who participate in popular high-impact sports, especially football. Although new sports regulations and improvements in helmet technology can help protect players, amateur leagues, the sports media, and fans all bear some of the responsibility for reducing the incidence of these devastating injuries.

Improvements in diagnostic technology have provided substantial evidence to link severe—and often fatal—psychological disorders to the head injuries that players receive while on the field. Recent autopsies performed on the brains of football players who have committed suicide have shown advanced cases of CTE in every single victim.

In response to the growing understanding of this danger, the National Football League (NFL) has revised its safety regulations. Players who have suffered a head injury on the field must undergo a "concussion sideline assessment"—a series of mental and physical fitness tests—before being allowed back in the game. In an effort to diminish the amount of head and neck injuries on the field, NFL officials began enforcing stricter penalty calls for helmet-to-helmet contact, leading with the head, and hitting a defenseless player. Furthermore, as of 2010, if a player's helmet is accidentally wrenched from his head during play, the ball is immediately whistled dead. It is hoped that these new regulations, coupled with advances in helmet design, will reduce the number of concussions, and thus curb further cases of CTE.

Efforts by the NFL and other professional sports leagues are certainly laudable; we should commend every attempt to protect the mental and physical health of players. However, new regulations at the professional level cannot protect amateur players, especially young people. Fatal cases of CTE have been reported in victims as young as 21. Proper tackling form—using the arms and shoulders to aim for a player's midsection—should be taught at an early age. Youth, high school, and college leagues should also adopt safety rules even more stringent than those of the NFL. Furthermore, young athletes should be educated about the serious dangers of head injuries at an early age.

Perhaps the most important factor in reducing the number of traumatic brain injuries, however, lies not with the players, the coaches, or the administrators, but with the media and fans. Sports media producers have become accustomed to showcasing the most aggressive tackles and the most intense plays

NFL broadcasts often replay especially violent collisions while the commentators marvel at the players' physical prowess. Some sports highlights television programs even feature weekly countdowns of the "hardest hits." When the media exalts such dangerous behavior, professionals are rewarded for injuring each other on the field and amateurs become more likely to try to imitate their favorite NFL athletes. Announcers, commentators, television producers, and sportswriters should engage in a collective effort to cease glorifying brutal plays. In turn, fans should stop expecting their favorite players to put their lives on the line for the purposes of entertainment. Players must not be encouraged to trade their careers, their health, their happiness, and even their lives for the sake of a game.

Q1.1 Read the following MCQs and choose the best alternative as your answer: (1*5=5 Marks)

a. As used in paragraph 3, which is the best synonym for laudable?
I.   praiseworthy
ii.   ineffectual
iii. memorable
iv.   audacious
v.   satisfactory

b. The author's tone in the final paragraph can best be described as
i. remorseful
ii. hopeless
iii. perplexed
iv. insistent
v. arrogant

c. In describing the sports media, the author emphasizes its
i. responsibility
ii. entertainment value
iii. senselessness
iv. danger
v. sensationalism

d. In the final paragraph, the author mentions "sports highlights television programs" as an example of how I. the media glorifies violence
II. amateurs learn to mimic professional athletes
III. professional athletes gain approval
i.   I only
ii.   II only
iii.   I and II only
iv.   II and III only
v.   I, II, and III

e.
According to the passage, which of the following factors contribute(s) to the incidence of CTE in amateur players?
I.   inconsistent application of safety regulations for all levels

2

II. lack of education about the dangers of head injuries

III. amateur players' desire to emulate professionals

i. I only

ii. II only

iii. I and II only

iv. II and III only

v. I, II, and III

Q1.2. **Summarize the passage in 100-150 words.** (10 Marks)

Q2. **Attempt the question given below.** (15 Marks)

a. Draft a notice with an agenda and the minutes of the meeting for Special General Body Meeting with regards to the launch of a new cosmetic product by your company.(Note : The agenda should include the information about the launch to the members, promotion and marketing strategies. Branding ,Collaborations,Discussion about the venue for the launch, etc.)

Q3. **Attempt the question given below.** (10 Marks)

a. You are the Manager of a business firm,send an email to all the employees informing about the upcoming change in the office hours.

Q 4. **Attempt any one of the questions given below** (10 Marks)

a. You are the Prop writer SS Stationaries, draft an order letter for the following goods:

Particular	Quantity
Printers	05
Photocopy Machine	08
Shredder	08
Fax Machine	08

OR

x. Draft a letter inviting Quotations for the above-mentioned items. Invent the necessary details regarding their size, shape, color etc.

Q 5. **Attempt any one of the questions given below.** (10 Marks)

a. You are the purchase officer at Borkars Super Store Margao, you had ordered 1000 units of Mozzarella Cheese Sticks from Heinz Dairy, Vasco. The whole consignment was damaged because of very poor packaging. Draft a claim letter for the above stated situation.

OR

x. Draft an Adjustment letter for the above-mentioned Claim letter.

****

Duration:2 Hours   Max. Marks: 60

Instructions: 1. *All questions are compulsory.*

2. *Figures to right question indicate maximum marks.*

3. *Start each question on a fresh page.*

QI) Define the following terms   (5X2 =10 Marks)

   a) Honey Trap
   b) Certifying Authority
   c) Hacker
   d) Social Engineering
   e) Privacy

Q2) Write short notes on any FIVE of the following concepts   (5X4 = 20 Marks)

   a) Cyber Espionage
   b) Smart Card
   c) Digital Evidence
   d) Online Fraud
   e) Digital Signature
   f) Operating System

Q3) Answer the following

   a) What is a Super Computer?   (2 Marks)
   b) Explain any 3 uses of Computer Networks.   (3 Marks)
   c) What is the objective of Information Technology (Amendment)
       (ITAA) Act 2008?   (5 Marks)

Q4.A) Answer the following   (2X5 = 10 Marks)

   1) Differentiate between LAN, MAN and WAN.
   2) Explain any 5 types of Trojans.
                        OR

Q4.X) Answer the following   (2X5 = 10 Marks)

   1) Elaborate on any 5 ways to safeguard Online Shopping.
   2) What is E-Check? Explain its working.

Q5.A) Answer the following   **(2X5 = 10 Marks)**

1) Explain the Section 66A: Punishment for sending offensive messages through communication services etc. (under the ITAA 2008)
2) Elaborate on any 5 types of Spoofing.

<div align="center">

OR

</div>

Q5.X) Answer the following   **(2X5 = 10 Marks)**

1) Discuss ways to protect against Computer Virus.
2) Give detailed explanation on the steps involved in Forensic Investigation.

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 8: DATA ANALYSIS AND QUANTITATIVE TECHNIQUES

Duration: 2 Hours   Total Marks: 60

INSTRUCTIONS:

I.   Figures to the right indicate maximum marks
II. Start each answer on a fresh page.
III. All questions are compulsory
IV. Non scientific, non programmable calculator allowed.
V.   Graph paper will be provided on request

1. Attempt the following   [6x2=12 marks]

A. Define time series. What are the components of time series? Explain

B. Taking smaller year as the base year, find Index number for the following using
   i.   Simple Aggregative method
   ii. Simple average of price relative method

Vegetables	Price in kg	
	2014	2015
Tomatoes	14	28
Green peas	15	60
Beet root	16	24
Cauliflower	17	51
Onions	20	10

OR

X. Calculate the trend values by the method of least squares for the data given below. Estimate the sales for 2008

Year	2002	2003	2004	2005	2006	2007
Sales	70	74	80	86	140	90

Y. Find the Laspyeres, Paasche's and Fisher's Index number for the following

Commodities	Base year		Current year	
	price	quantity	price	quantity
I	30	3	40	3
II	60	4	50	1
III	50	9	50	4
IV	70	2	60	2

2. Attempt the following

A. Compute karl Pearson's coefficient of correlation

X	1	2	3	5	4	3
y	2	4	5	5	3	1

B. Define the following terms

i.   Independent events

ii.   Mutually exclusive events

iii.   Exhaustive events

iv.   Equally likely events

v.   Impossible and certain events

vi.   Complementary events

OR

X. What is scatter diagram? Explain correlation and types of correlation using scatter diagram

Y. A bag contains 30 counters numbered 1 to 30. one counter is drawn at random. Find the probability that the number on the counter is a multiple of 5 or 7?

[6x2=12 marks]

3. Attempt the following

A. For the following data, find the weighted index number using

i.   Weighted Aggregative index number

ii.   Weighted average of price relative index number

commodities	Prices per kg		Weightage w
	2016	2017	
A	33	11	3
B	40	30	8
C	24	12	2
D	10	4	5
E	6	7	6

B. Using 5 yearly moving averages find the trend for the data. Also plot the original data and trend values on the same graph.

Year	2005	2006	2007	2008	2009	2010	2011	2012	2013
Value	110	120	150	125	120	118	110	140	1676

OR

X. Define index number. What are the different classifications of index numbers? Also state a few uses of index numbers

Y. Using three yearly moving average determine the trend. Plot the original data and trend values on the same graph

Year	2008	2009	2010	2011	2012	2013	2014	2015
Value	35	38	42	45	42	41	50	48

4. Attempt the following   [6x2=12 marks]

A. Two perfect dice are thrown. Find the probability that the sum of the numbers on their upper faces is atleast 10.

B. Find spearman's rank correlation coefficient for the following

Marks 1	30	40	50	10	40	70
Marks 2	75	32	45	15	20	45

OR

X. A has won 20 out of 30 games of chess with B. In a new series of 6 games, what is the probability that A would win
    i.   4 or more games
    ii.   Only 4 games

Y. Two regression lines of a bivariate data are given below. Find both coefficients of regression and coefficient of correlation.
    $2x-3y=4$ and $3x-5y=18$

5. Attempt the following   [6x2=12 marks]

A. In a partially destroyed laboratory record of correlation data only the following results are legible.
    i.   Variance of $x=9$
    ii.   Regression equations are
          $8x-10y+66=0$
          $40x-18y=214$
    Find mean of x and y and standard deviation of y.

B. The average number of customers, who appear at the counter of a bank in one minute is 2. Find the probability that in a given minute
    i.   No customer appears
    ii.   At most two customers appear
          (Take $e^{-2}=0.135$)

OR

3

X. For the following data find b_{yx}, b_{xy} and r. Also find equations of lines of regression. Estimate the value of y when x=2.

	X	Y
Mean	3	5
variance	2.5	0.5

Covariance= 0.25

Y. Write a short note on normal distribution and hence find the area

     i.   Between z= -1.3 and z=0

     ii.   Z > 1.93

     iii.   Z< - 0.73

     iv.   Between z=0.7 and z= 1.3

     v.   Between z= -0.7 and z= 1.3

Z	1.3	0.7	0.73	1.93
P	0.4032	0.2580	0.2673	0.4732

****

VVM'S

Shree Damodar College of Commerce &Economics, Margao – Goa
FYBBA(FS) SEMESTER-II, End Semester Examination, April 2019
BFS AECC 4: ENVIRONMENTAL STUDIES-II

Duration: 1.30 Hours

MARKS: 30

Instructions: Answer any Three Questions from the following

Start each Question on fresh page

Figures to the right indicate maximum marks

QI.A) What is Solid Waste Management? (02)

B) Briefly explain any two elements of disaster management (04)

C) Define Soil pollution. Explain its effects on living organisms. (04)

QII.A) Discuss resettlement and rehabilitation of people. (02)

B) Highlight the prevention measures for flood management. (04)

C) State and explain global warming and its effects on environment. (04)

QIII.A) Define Watershed management. (02)

B) State and explain strategies for water conservation (04)

C) Explain in detail any two components of sustainable development. (04)

QIV.A) What do you mean by population explosion? (02)

B) Discuss the role of information technology in health. (04)

C) Write a short note on Value based education. (04)

QV.A) What do you understand by Human rights. (02)

B) Explain any two factors affecting formation of wasteland. (04)

C) Discuss any two child welfare programmes. (04)

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.*

                                                                     (4x3=12mks)

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

1-1

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.*

(4x3=12mks)

Q. 1. Answer any **FOUR** of the following:
a) Give any three points of difference between risk and uncertainty.
b) State and explain any three advantages of life insurance.
c) Enumerate the functions of general insurance.
d) Write a note on health insurance.
e) What do you understand by the term Bancassurance?

Q. 2. a) Briefly discuss the importance of insurance to the individual and to the business.
(12 mks)

OR

x) Explain any three characteristics of an insurance contract. (06 mks)
y) What is Personal Risk? State and explain the four major personal risks. (06 mks)

Q. 3. a) Explain life insurance policies on the basis of duration of policy and methods of Payment of policy amount.
(12 mks)

OR

x) Give any six points of difference between insurance and assurance. (06 mks)
y) Who is a Development Officer? Explain the duties of development officer. (06 mks)

Q. 4. a) State and explain in detail any six functions of Insurer.
(12 mks)

OR

x) What is Reinsurance? Discuss the characteristics of reinsurance. (06 mks)
y) What is Underwriting? Briefly explain the process of underwriting in insurance.
(06 mks)

Q. 5. a) Define Marine Insurance? State and explain the various types of marine insurance policies.
(12 mks)

OR

x) Briefly discuss the settlement of insurance claims under motor insurance. (06 mks)
y) What is Property Insurance? Discuss the main exclusions under property insurance.
(06 mks)

1-1

Timing: 2 hours   Marks: 60

Instructions

- Figures to the right indicate maximum marks
- Answer each question on a fresh page
- All questions are compulsory however internal choice is given

1a) Explain the components of aggregate demand.   (08Marks)
1b) Write a note on Real and Nominal income.   (04Marks)

Or

1x) Discuss the types of multipliers.   (08Marks)
1y) Explain the consumption function with help of a schedule and diagram.   (04Marks)

2a) State and Explain the various functions of money.   (08Marks)
2b) Highlight the measures of money supply given by Reserve Bank India in India   (04Marks)

Or

2x) Explain the functions of the central bank.   (08 Marks)
2y) What is Commercial Bank? Discuss the types of Deposits.   (04 marks)

3a) Elaborate on the Implications and measures of Fiscal deficit.   (08 Marks)
3b) Write a short note on Plan Expenditure.   (04 Marks)

Or

3x) Explain the various categories of Budget.   (08 Marks)
3y) Highlight Taxes as the source of Public Revenue.   (04 Marks)

4a) The Keynesian theory of business cycle is an integral part of his theory of Income, Output and Employment. Explain.   (08 Marks)
4b) Explain the features of Business cycles.   (04 Marks)

Or

4x) Diagrammatically explain the phases of business cycles.   (12 Marks)

5a) Discuss in brief the classification of public debt in India.   (12 Marks)

Or

5x) Explain the Qualitative measures of Monetary policy.   (08Marks)
5y) Briefly Discuss the types of fiscal policies.   (04 Marks)

****

Duration: 3 hours   Max. Marks: 60

Instructions:
- *Figures to the right indicate maximum marks.*
- *All Questions are compulsory.*

Q1. Write a short note on any FIVE of the following.: -   (5*4=20 marks)

   a. Payment Banks
   b. Fixed Deposits
   c. Countermanding
   d. Repo Rate
   e. Bridge Loan
   f. Know your Customer

Q2.

   a. Write a short Note on Monetary Policy.   (04 marks)
   b. Explain the Qualitative Tools of credit control used by Reserve Bank of India (06 marks)

OR

   i. State and explain the promotional functions of Reserve Bank of India.   (10 marks)

Q3.

   a. Write a short note on Demand Draft.   (04 marks)
   b. Discuss the requisites of a Cheque.   (06 marks)

OR

   i. Explain the different types of Cheques.   (10 marks)

Q4.

   a. Write a short note on Savings Deposits.   (04 marks)
   b. Explain the important General Utility services offered by banks.   (06 marks)

OR

   i. What is a Security? State and explain the types of securities against which a bank offers loans.   (10 marks)

Q5.

   a. Write a note on Cooperative Banks.   (04 marks)
   b. State and explain the benefits of Banking.   (06 marks)

OR

   i. State and explain the role of commercial banks in economic development.   (10 marks)

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao- Goa
First Year BBA(FS), Semester II, Semester End Assessment , Repeat April 2019

BFS C202 COST ACCOUNTING

Duration: 3 Hours   **Max.Marks: 60**

Instructions:
- *Figures to the right indicate maximum marks*
- *Question One is compulsory*
- *Answer ANY 4 questions from Question Two to Question Six*
- *Start each new question on a fresh page*

Q.1.) Write a short note on ANY 5 from the following: **(5X4=20)**

a) Elements of cost
b) Methods of Inventory Valuation
c) Inter-Process Profits
d) Contract Costing
e) Cost Accounting
f) Unit Costing

Q.2.) Prepare Cost Sheet considering following information: **(10)**
The accounts of Hindustan Aeronautics Ltd as on 31st December 2018 shows the following:

Particulars	Rs.
Opening stock of raw material	12500
Purchases of raw material	136000
Closing stock of raw material	8500
Direct wages	54000
Direct expenses	12000
Factory overheads	100% of direct wages
Office and administrative overheads	20% of works cost
Selling and distribution overheads	26000
Cost of opening stock of finished goods	12000
Cost of Closing stock of finished goods	15000
Profit on cost 20%	

Prepare statement giving the following information:
   a) Prime cost
   b) Factory cost

c) Cost of production
d) Cost of Sales
e) Sales

Q.3.) The following is the history of the receipt and issues of material in a factory during March 2018: **(10)**

DATE	PARTICULARS	UNITS	PRICE (Rs.)
March 01	Opening Inventory	800 units	70
March 05	Purchases	1000 units	60
March 09	Purchases	400 units	50
March 25	Purchases	1400 units	60
March 12	Sales	1200 units	
March 27	Sales	1000 units	
March 28	Purchases	1400 units	50
March 29	Purchases	1500 units	40
March 29	Sales	1000 units	
March 30	Purchases	1000 units	60

Prepare Store Ledgers under FIFO Method.

Q.4.) Prepare the three Process Accounts assuming no opening and closing stocks from the following: **(10)**

Particulars	Process I	Process II	Process III
Sundry Materials	Rs.1000	Rs.1500	Rs.500
Labour	5000	8000	6500
Direct Expenses	1050	1188	2009
Actual Output	9500 units	9100 units	8100 units
Normal wastage	3%	5%	8%
Selling price of Wastage per unit	0.25	0.50	1.00

10,000 units were issued to Process 1, at cost of Rs.1 per unit.

Q.5.) Noble Construction Company has undertaken two contracts House A and House B. **(10)**
The following particulars are obtained at the yearend 31st December 2017:

Particulars	House A Rs.	House B Rs.
Contraction expenses	14,800	
Contract Price	60,000	40,000
Material issued	23,000	16,600
Wages	20,000	14,000
Electricity fittings	1,400	300
Road making charges	8,000	
Plant installed at site	12,000	6,000
Period of plant remained on site during the year	10 months	8 months
Value of material on 31st December 2016	400	540
Cost of contract not yet certified		2,500
Cash received from contractee on 31st December 2016	60,000	24,000
Percentage of cash received to work certified	100%	66.67%

The total establishment expenses incurred during the year amounted to Rs. 12,240. These are to be charged in proportion to wages. Depreciation of plant is charged at 10% p.a.

You are required to prepare Contract Accounts showing profit or loss on each house for the year ending 31st December 2016 and the sum which will be transferred to P& L Account.

Q.6. a) From the following information, you are required to prepare Store Ledger under Weighted Average method: **(05)**

Date	Particulars
01/01/2015	Purchased 100 units of Rs. 30 per unit
15/01/2015	Issued 50 units
16/01/2015	Purchased 200 units of Rs. 40 per unit
18/01/2015	Issued 100 units
20/01/2015	Issued 100 units

Q.6. b) Distinguish between Job Costing and Batch Costing. **(05)**

****

Max. Marks: 60

Duration: 3 hours

Instructions:

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

(4x3=12mks)

Q. 1. Answer any FOUR of the following:

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)