

V.V.M's,
Shree Damodar College of Commerce and Economics,
Margao Goa

F.Y.BBA (FS) SEMESTER II, ESE, ~~OCT~~ . 2016

DURATION: 2 hours

SUB: ESSENTIALS OF MANAGEMENT-II

MARKS: 60

Instructions: *All Questions are compulsory*
Start each Question on a fresh page
Figures to right indicate maximum marks

- Q.1 A)** Write a short note on the following **ANY FOUR** (3x4=12)
- a) Team work
 - b) Planning
 - c) Span of control
 - d) Environmental Uncertainty
 - e) Conflict of management
 - f) Departmentation
- Q.2 A)** Distinguish between formal & informal organization. (12)
- OR**
- Q.2 X)** What is organizing? Explain the steps in the process of organizing. (12)
- Q.3 A)** Explain Internal & External factors of Organisational Environment. (12)
- OR**
- Q.3 X)** Departmentation is an important process in an organization function which increases the efficiency of the enterprise. Explain the importance. (12)
- Q.4 A)** Resistance to change is normal part of the process of change. Discuss the guidelines for overcoming Resistance to change. (06)
- B)** Explain the process of planned changed identified by Kurt Lewin. (06)
- OR**
- Q.4 X)** Explain Kurt Lewin Force field analysis. (06)
- Y)** What is Organisational development? Briefly explain the steps in organizational development. (06)
- Q.5 A)** Discuss various classes and sources of conflict in an organization. (12)
- OR**
- Q.5 X)** What is conflict? Explain the five stages of conflict. (06)
- Y)** Explain the Undesirable consequences of conflict at various levels in the organization. (06)