

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)