

ROLL NO _____

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FY BBA(FS), Semester II (REPEAT) Semester End Assessment November 2023

BFS CC 5: ESSENTIALS OF MANAGEMENT

Duration: 2 Hours

Maximum Marks: 60

Instructions:

- 1) Start each question on a fresh page.
- 2) Figures to the right indicate maximum marks.
- 3) Q 1 is compulsory. Answer Any Four from Q 2 to Q7

Q1. Answer ANY FIVE of the following

- a. Free-reign Leadership
- b. Semantic Barriers to Communication
- c. Organizational Change can be of various types. Explain
- d. Components of attitude
- e. Conflict management
- f. Qualities of a leader

Q2. Maslow's hierarchy of need theory can lead to a more effective leadership approach in an organisation. Provide examples and explain how each level of the hierarchy can be applied in the workplace. **(10 Marks)**

Q3. "An understanding of the different types of conflicts helps leaders to navigate conflict situations and promote effective collaboration." Considering the above statement, explain different types of conflicts. **(10 Marks)**

Q4. "Several communication barriers in the workplace tend to manipulate the message that passes from sender to receiver that leads to conflict among organizational members." Explicate the Measures to overcome barriers to communication. **(10 Marks)**

Q5. "Trident Ltd were incurring losses for the past three years, hence it decided to merge with Raymond in order to improve its profitability and financial position in the market. Employees of Trident Ltd are not in the favour of the decision taken by the management." Highlight the measures that the company can take in order to overcome the resistance to change. **(10 Marks)**

Q6. “An individual's perception involves the selection, organization, and interpretation of stimulants into something meaningful and coherent that is acceptable to them as well as others”.

In light of the above statement explain the factors affecting perception.

(10 Marks)

Q7. A. Explain the characteristics of organizational development.

(5 Marks)

B. Explain the various Determinants of Personality.

(5 Marks)