Bachelor of Arts
(Facility and Services Management)

BAFSM
First Year, Second Year and Third Year

Assignments Booklet
(2026)

School of Tourism and Hospitality Services Management
Indira Gandhi National Open University, Maidan Garhi, New Delhi – 110068

BAFSM ASSIGNMENTS

Bachelor of Arts (Facility and Services Management)

Dear Student,

You will have to do one Tutor Market Assignment (TMA) in each of the courses in B. A. (Facility and Services Management).

Before attempting the assignments, please read the instructions provided in the Programme Guide for Bachelor of Arts (Facility and Services Management). In this dispatch we are sending you the Assignments for BEGAE-182, BFO-001, BFO-002, BFO-003, BEGLA-136, BEVAE-181, BFO- 004 and BFO-005.

Note: All Assignments must be submitted in time and they should be sent to the Coordinator of your Study Centre. You must mention your Enrolment Number, Name, Address, Assignment Code and Study Centre Code on the first page of the assignment.

You must obtain a receipt from the Study Centre for the assignments submitted and retain it. If possible, keep a photocopy of the assignments with you.

After evaluation, the assignments have to be returned to you by the Study Centre. Please insist for this and keep them as a record with you. The Study Centre has to send the marks to Students Evaluation Division at IGNOU, New Delhi.

GUIDELINES FOR DOING ASSIGNMENTS

We expect you to answer each question in about 600 words or as mentioned in the assignments. You will find it useful to keep the following points in mind:

1. **Planning:** Read the assignments carefully. Go through the Units on which they are based. Make some points regarding each question and then rearrange them in a logical order.
2. **Organization:** Be a little selective and analytic before drawing up a rough outline of your answer. Give adequate attention to your introduction and conclusion.
   Make sure that your answer:
   a. is logical and coherent;
   b. has clear connections between sentences and paragraphs; and
   c. is written correctly giving adequate consideration to your expression, style and presentation.
3. **Presentation:** Once you are satisfied with your answer, you can write down the final version for submission, writing each answer neatly and underlining the points you wish to emphasize.

Wishing you all the best,

Prof. (Dr.) Paramita Suklabaidya
and Prof. (Dr.) Jatashankar R Tewari
Programme Coordinator, BAFSM

Last Date of Submission of Assignments

Session	Last date of submission	Place of submission
For June Term End Examination 2025	30th April 2026	Coordinator of the **Student Study center**
For December Term End Examination 2025	30th October 2026	Coordinator of the **Student Study center**

FIRST SEMESTER

BFO-001: BASICS OF MANAGEMENT
(TUTOR MARKED ASSIGNMENTS)

Course Code: BFO-001 **Programme: BAFSM**
Total Marks-100 **Assignment Code: BFO-001/TMA/2026**

Note:
This TMA consists of ten questions, out of which you have to **attempt any five**.
The question carries 20 marks each and should be answered in about 600 words each.
Submit your TMA to the coordinator of your Study Centre.

1. Explain Fayol's contribution to management thought. **20**

2. What do you mean by span of control? Discuss factors affecting span of control. **20**

3. What are the different sources of recruitment? Discuss its advantages and limitations. **20**

4. Define motivation. Explain its importance to a modern enterprise. **20**

5. What is marketing mix? Explain the components of marketing mix. **20**

6. "Consumerism is a social force designed to protect the consumers interest" Discuss **20**

7. Write an essay on "Organizational Behaviour Models". **20**

8. Write short notes on **20**

a) a) Employee Attitude

b) b) Types of changing attitudes

9. What is group dynamics? Also discuss about factors affecting group behavior. **20**

10 Write short notes on **20**

. c) a) Steps in a negotiation process?

d) b) BATNA and ZOPA