

**BACHELOR OF BUSINESS
ADMINISTRATION
(SERVICES MANAGEMENT)
(BBASM)**

**Term-End Examination
December, 2024**

BSM-001 : FUNDAMENTALS OF MANAGEMENT

Time : 2 Hours

Maximum Marks : 50

Note : *Attempt all questions.*

1. Answer all the questions. Each question carries 1 mark.
 - (a) State whether the following statements are True or False : 1×5=5
 - (i) The contingency theory suggests that there is a universally applicable management approach that works in all situations. (True / False)
 - (ii) Planning involves setting goals and determining the actions required to achieve them. (True / False)

- (iii) Organizing is the process of arranging resources to achieve organizational goals. (True / False)
- (iv) Autocratic leadership style involves making decisions collectively. (True / False)
- (v) Productivity is the amount of goods or services produced divided by inputs needed to generate the output. (True / False)
- (b) Fill in the blanks : $1 \times 5 = 5$
- (i) One of the key roles of _____ is to inspire and guide individuals and teams toward achieving organizational goals.
- (ii) The primary objective of _____ is to achieve desired goals and objectives.
- (iii) The primary objective of _____ is to create a structured framework that facilitates coordinated efforts toward achieving organizational goals.
- (iv) _____ is the foundation of effective leadership and coordination.
- (v) _____ is a system used to provide managers with needed information on a regular basis.

2. Answer any *five* of the following questions in about **100** words each. Each question carries 2 marks : $2 \times 5 = 10$

- (a) Define the term “Management”.
- (b) Define the concept of “planning” in management.
- (c) Explain the difference between centralization and decentralization of authority.
- (d) Differentiate between Leadership and Management.
- (e) What are the key principles of effective coordination in an organization ?
- (f) Describe the role of motivation in a workplace setting.
- (g) What is controlling ? Why is it important ?

3. Answer any *four* of the following questions in about **250** words each. Each question carries 5 marks : $5 \times 4 = 20$

- (a) Discuss the significance of Henri Fayol's principles of management.
- (b) Explain the steps involved in the decision-making process.

- (c) Discuss the nature of organizing and its significance in achieving organizational objectives.
 - (d) Discuss the factors that influence the choice between centralization and decentralization in an organization.
 - (e) Explain the different leadership styles.
 - (f) Explain the nature and importance of control.
4. Answer any *one* of the following questions in about **500** words each. Each question carries 10 marks : 10×1=10
- (a) Discuss the different types of organizational structures and explain their advantages and disadvantages.
 - (b) Describe the process of planning in management and discuss its significance in decision-making.

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