

**BACHELOR OF BUSINESS
ADMINISTRATION (SERVICES
MANAGEMENT) (BBASM)
Term-End Examination
December, 2025**

**BSM-001 : FUNDAMENTALS OF
MANAGEMENT**

Time : 2 Hours

Maximum Marks : 50

Note : *Attempt all questions.*

1. Answer all questions. Each question carries
1 mark :

(a) State whether the following statements
are True or False : 5×1=5

(i) The principles and techniques of
directing solely lies on the role of
leaders and managers, without
considering employee involvement.
(True/False)

- (ii) The Nature of Organizing includes the structure and design of an organization. (True/False)
- (iii) Fayol's 'Principles of Management' include unity of command and unity of direction. (True/False)
- (iv) Motivation is solely based on financial rewards and does not consider non-monetary factors.
(True/False)
- (v) Controlling involves the process of making plans and ensuring that employees follow them without any adjustments. (True/False)
- (b) Fill in the blanks : $5 \times 1 = 5$
- (i) Assigning responsibilities and authority to subordinates is known as of Authority.

- (ii) Ensuring harmonious working of different parts of the organization is the goal of

- (iii) Overseeing and management of employees' work falls under the purview of

- (iv) The unit on motivation emphasizes that motivation is not solely based on financial rewards; it also considers factors.

- (v) Effective ensures coordination and cooperation among team members in an organization.

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

- (a) Strategic intent
- (b) State *two* characteristics of Autocratic Leadership.
- (c) What is the difference between Directing and Controlling ?
- (d) Total Quality Management.
- (e) What is the principle of organizing in management ?
- (f) What are the needs discussed in Maslow's hierarchy ?
- (g) Why is emotional intelligence critical in leadership ?

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

- (a) Explain the importance of planning in management.
- (b) What is Decentralization ? How is it different from Delegation ?
- (c) Explain any *two* theories of Motivation.
- (d) State the process of controlling as a function of management.
- (e) Explain Kurt Lewin's theory of change and its relevance in organizational development.
- (f) Elucidate the critical elements of directing function in management.

4. Answer any *one* of the following questions in about **500** words. Each question carries 10 marks : 1×10=10

- (a) Explain the Principles of Management introduced by Henri Fayol.
- (b) Define Leadership. Discuss the various styles of leadership.

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