

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

Term-End Examination

June, 2025

**BSM-001 : FUNDAMENTALS OF
MANAGEMENT**

Time : 2 Hours

Maximum Marks : 50

Note : Attempt all questions.

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

- (i) Frederick Taylor's contribution to management thought is closely associated with the development of scientific management principles. (True/False)

- (ii) The process of planning involves making decisions without considering the organization's goals and objectives. (True/False)
- (iii) Span of control refers to the number of subordinates a manager can effectively supervise.
(True/False)
- (iv) Motivation plays a minimal role in increasing productivity and job satisfaction. (True/False)
- (v) Examining rankings is a popular way for managers to measure organizational performance.
(True/False)

(b) Fill in the blanks : $5 \times 1 = 5$

- (i) introduced the concept of bureaucracy as a rational and efficient organizational structure.

- (ii) is a process that involves evaluating options and choosing the best course of action to achieve organizational goals.
- (iii) In a organization, decision-making authority is distributed among lower-level employees.
- (iv) involves guiding and overseeing the activities of individuals or teams to achieve organizational goals.
- (v) is a measure of the appropriateness of organizational goals and how well those goals are being met.

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

- (a) Explain the concept of 'Scientific Management' as pioneered by Frederick Taylor.
- (b) What is the role of information in the decision-making process within organizations ?
- (c) Differentiate between Authority and Responsibility.
- (d) Explain the importance of effective communication in an organization.
- (e) Define the concept of directing in management.
- (f) Explain the importance of motivation in an organization.
- (g) What is organizational performance ?

3. Answer any *four* of the following questions

in about **250** words each : $4 \times 5 = 20$

- (a) Explain the Hawthorne effect discovered in Elton Mayo's Hawthorne studies.
- (b) Discuss the limitations of the planning process and explain how organizations can overcome them.
- (c) Explain the concept of span of control and its implications on organizational effectiveness.
- (d) Elaborate on any *one* organizational structure and its advantages and disadvantages.
- (e) Discuss the principles and techniques of 'Directing'.
- (f) Describe the tools used to measure organizational performance.

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

- (a) Describe the process of 'Controlling' in management and discuss its role in ensuring that organizational objectives are met.
- (b) Discuss the key principles of 'Organizing' and explain how effective organizational structure contributes to the success of a business.

× × × × ×