

**B. A. IN FACILITY AND SERVICES
MANAGEMENT (BAFSM)
Term-End Examination
June, 2026**

BFO-001 : BASICS OF MANAGEMENT

Time : 3 Hours

Maximum Marks : 100

Note : (i) Attempt any *five* questions.

(ii) All questions carry equal marks.

1. "Management and administration are *two* terms which are given different interpretations as well as used as synonyms." Elaborate the statement by giving suitable examples from service industry. 20
2. Write an essay on "Types of Organisation Structure". 20
3. What do you understand by the term centralization and decentralization ? What are the advantages of decentralization ? 20

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4. What do you mean by management development programmes ? Explain the major techniques of management development programmes. 20
5. What do you understand by the term 'motivation' ? Point out the difference between positive and negative motivation. 20
6. Explain in detail the concept of 'managerial grid' and its purpose. 20
7. Discuss the challenges faced by a marketer while formulating an effective marketing strategy for services. 20
8. "Consumerism is a social force designed to protect the consumer's interest". Discuss. 20
9. What do you mean by communication in the organisation ? State some of the barriers to communication. 20
10. Elaborate the consequences of the stress. Discuss different types of stress management. 20

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