

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

Term-End Examination

June, 2026

**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 :

(i) The Evolution of Management Thought includes the contributions of Taylor, Weber, and Fayol.

(True/False)

- (ii) Communication is a crucial element in the directing function of management, facilitating coordination and cooperation among team members. (True/False)
 - (iii) The concept of leadership includes the styles of leadership, such as autocratic, democratic, and laissez-faire. (True/False)
 - (iv) Delegation of authority involves assigning tasks to subordinates but does not include granting decision-making power. (True/False)
 - (v) Effective supervision ensures that employees are micromanaged in their tasks. (True/False)
- (b) Fill in the blanks :
- (i) Fayol's principles include unity of command and unity of direction.

- (ii) Different theories explaining what motivates individuals are explored in the unit on the Theory of
- (iii) The of control refers to the number of subordinates a manager can effectively oversee.
- (iv) 'Management by Objectives' is a management philosophy that was popularized by management theorist
- (v) explains that there should be a clear and unbroken chain of command from the top to the bottom of the organization.

2. Answer any *five* of the following questions in about **100** words each. Each question carries 2 marks.

- (a) Why is a feedback mechanism important in management ?

- (b) How does communication help in conflict resolution ?
 - (c) Explain the formal and informal planning.
 - (d) State the leadership qualities.
 - (e) What is Span of control, and why is it important ?
 - (f) Is administration above Management ? Discuss.
 - (g) Is Coordination similar to communication ? Explain.
3. Answer any *four* of the following questions in about **250** words each. Each question carries 5 marks.
- (a) Explain the concepts of Planning and Management by Objectives (MBO).
 - (b) Elaborate on various styles of leadership.
 - (c) What are the functions of Management ? Are they interrelated ?

- (d) Does the management process stop after directing ?
 - (e) “Planning and controlling form a continuous and iterative process.”
Comment.
 - (f) Differentiate between the functional and divisional structure of an organization.
4. Answer any *one* of the following questions in about **500** words each. Each question carries 10 marks.
- (a) “Motivation is a critical aspect of organizational behavior.” Justify.
 - (b) Explain the ‘Principles of Scientific Management, by Frederick Taylor.

x x x x x