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BSM-001

**BACHELOR OF BUSINESS
ADMINISTRATION (SERVICES
MANAGEMENT) (BBA SM)**

Term-End Examination

December, 2021

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 :

(i) Setting of objectives is the first step in MBO process. (True/False)

(ii) Controlling is a process of comparing actual results with planned results. (True/False)

(iii) Line and staff organisation is an extension of staff organisation. (True/False)

(iv) Ability to learn and understand and make judgements, are mental qualities.

(True/False)

(v) Directing is not a commanding or executing function. (True/False)

(b) Fill in the blanks :

(i) relates to inspiring and encouraging people at work.

(ii) are general statements or understandings that guide managers' thinking in decision-making.

(iii) or price rise affects both inputs and outputs of business.

(iv) The function of management which deals with promoting and selling the products is called management.

(v) is a systematic body of knowledge.

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

(a) Explain the term staffing.

(b) "Coordination is the essence of Management." Discuss.

(c) Discuss the importance of Leadership.

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- (d) State the economic objectives of management.
 - (e) Why is contingency planning important in strategic planning process ?
 - (f) Enlist the determinants of Effective Management.
 - (g) What do you understand by conducive working climate ?
3. Answer any **four** of the following questions in about **250** words each. Each question carries 5 marks.
- (a) What is a Matrix form of Organizational structure ?
 - (b) What is Job Analysis ?
 - (c) Explain the importance of Informational Roles for managers.
 - (d) Why are External Planning Premises important for the survival of an organization ?
 - (e) Enlist the essential conditions for successful application of Management by Objectives (MBO).
 - (f) State the main Areas/Elements of Neo-classical School of Management.

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4. Answer any **one** question in **500** words : 10
- (a) How is proactive planning different from reactive planning ? Explain with the help of examples.
 - (b) Administration is regarded above Management by some experts while other consider it a part of management. Do you agree with these views ? Explain.

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