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**BACHELOR OF BUSINESS ADMINISTRATION
(RETAIL SERVICES)
(BBARS)**

Term-End Examination

December, 2011

**BRS-001 : BUSINESS ORGANISATION AND
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : Answer any five questions. All questions carry equal marks.

1. Explain the principal contributions of F.W Taylor and Henry Fayol in the field of management. **20**

2. (a) Describe the major steps in the procedure of planning. **10**
(b) What problems are likely to be faced by a planner in a business organisation. **10**

3. What do you mean by OD interventions ? Explain in brief the behaviour intervention of OD. **20**

4. Define organisational climate. What are its main dimensions ? **20**

5. Distinguish between the following. 10x2=20
(a) Strategic and operational planning.
(b) Management and leadership
6. "Planning is looking ahead and control is looking back", comment. Also describe main areas of control. 20
7. What are the major social responsibilities of a business manager? How can these responsibilities be discharged? 20
8. Write short notes on the following : 5x4=20
(a) Social audit
(b) Functional foremanship
(c) Line and staff organisation
(d) Delegation of authority
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