

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

**(BBARS)**

**Term-End Examination**

**December, 2013**

00673

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

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions. All questions carry equal marks.*

1. Explain the basic principles of scientific management. 20
2. Why the businesses should be socially responsible ? Explain. 20
3. What is Organisation Development ? Explain behaviour intervention of OD. 20
4. Explain the steps involved in planning process, giving examples. 20
5. What is meant by organisation climate ? What impact does it have on efficiency of employees ? 20
6. What is delegation of authority ? Explain the process of delegation. 20

7. Write notes on the following : 20  
(a) Span of management  
(b) Line and Staff conflicts
8. Write notes on the following : 20  
(a) Contribution of Henry Fayol in management  
(b) Types of organisation
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