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Total No. of Questions: 09

Total No. of Pages: 02

BBA/Bachelor in Service Industry Management (SIM)/BRDM (Sem. 1)

PRINCIPLES OF MANAGEMENT

Subject Code: BBA-101

Paper ID: C1121

Time: 3 Hrs.

Max. Marks: 60

INSTRUCTIONS TO CANDIDATES:

1. Section A is **COMPULSORY** consisting of **TEN** questions carrying **TWO** marks each
2. Attempt any one question from each Unit in Section B carrying **TEN** marks each.

SECTION A

1. Answer briefly
 - a) Systems approach
 - b) M.B.O
 - c) Decision making
 - d) Span of control
 - e) Delegation
 - f) Staffing
 - g) Controlling
 - h) Six Sigma
 - i) Total Quality Management
 - j) Managerial roles

SECTION B
UNIT I

2. Explain the concept and functions of management. Also explain the managerial skills.
3. What led to the concept of Scientific Management? Explain the principles of scientific management

UNIT II

4. Explain the concept of planning and the types of planning
5. Explain the types of decisions and its process.

UNIT III

6. Explain the significance of organization and also its process.
7. Explain the concept of Staffing and also explain its importance.

UNIT IV

8. Explain the concept and techniques of Controlling
9. Explain the following:
 - a) Business Process reengineering
 - b) Business Outsourcing
 - c) Just in Time