

Pg 1 of 2
Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURKAR COLLEGE OF COMMERCE AND ECONOMICS
PONDA – GOA

B.C.A. (SEMESTER – IV) EXAMINATION, APRIL 2015

MANAGEMENT FUNCTIONS

Duration: 2 hrs

Marks: 50

INSTRUCTIONS: 1) All questions are compulsory.
2) Figures to right indicate marks.

Q.1.A) Match the pairs:

<u>Column A</u>	<u>Column B</u>	
1) Programmed decision	a) Responsibility	
2) Policies	b) Repetitive problems	
3) Dissatisfiers	c) Informal authority	
4) Organisation chart	d) General guide	
5) Motivating factor	e) Hygiene factors	(5)
	f) Formal authority	

B) Answer in one line: (5)

- 1) What is corporate planning?
- 2) Define organization chart.
- 3) Define leader.
- 4) What is Horizontal communication.
- 5) What do you understand by a decision?

Q.2.A) Define objectives. "MBO is a process of joint goal- setting and continuous appraisals of results against specific targets" Explain the statement. (5)

B) Explain in detail the major steps in the process of planning. (5)

OR

X) Explain various factors determining organizational structure. (5)

Y) Distinguish between Centralization and Decentralization. Explain any three benefits of decentralization of authority. (5)

Q.3.A) "Delegation of authority is the key to organization". Explain. (5)

B) Distinguish between behavioral theory of leadership and traits theory of leadership. (5)

OR

X) Discuss various obstacles to delegation of authority on the part of subordinates. (5)

Y) Explain in detail different types of leadership styles. (5)

Q.4.A) Explain in detail the merits and demerits of Maslow's need hierarchy theory. (5)

B) Define decision making? Explain different types of business decisions. (5)

OR

X) Write a detailed note on McGregor's theory 'X' and theory 'Y' (5)

Y) "Decision making is the fundamental task of each and every manager" in the light of this statement explain the importance of decision making in management. (5)

Q.5.A) Define communication. Explain the basic features of communication as a management function. (5)

B) Define controlling. Explain in detail the limitations of controlling. (5)

OR

X) Explain in brief different forms of communication. (5)

Y) Explain the role of control system in management process. (5)