

Goa Vidyaprasarak Mandal's  
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND  
ECONOMICS, PONDA - GOA

B.C.A. (SEMESTER - IV) EXAMINATION, MARCH/APRIL 2014  
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: (5)

Column A

Column B

- |                     |                                       |
|---------------------|---------------------------------------|
| 1) Organisation     | a) Technique of group decision making |
| 2) Accountability   | b) Budget                             |
| 3) Leadership trait | c) Esteem need                        |
| 4) Brainstorming    | d) Non transferrable                  |
| 5) Status           | e) Division of labour                 |
|                     | f) Flexibility                        |

B) Answer in one line: (5)

- 1) Define forecasting.
- 2) Give any three advantages of motivation.
- 3) Define leadership.
- 4) What is vertical communication.
- 5) Define strategy.

Q.2.A) Explain in detail the major steps in the procedure of planning. (5)

B) Define organization. Explain its main characteristics. (5)

OR

X) What do you understand by MBO? Discuss its distinctive features. (5)

Y) Write short notes on:

- i) Centralisation and Decentralisation. (2½)
- ii) Organisation chart (2½)

Q.3.A) Define delegation of authority. Why are managers reluctant to delegate the authority? (5)

B) Write a short note on traits theory of leadership. (5)

OR

X) How can you make an effective delegation of authority. (5)

Y) Distinguish between the leader and the manager in the light of the following statement:

"A leader need not be a manager but a successful manager must possess the qualities of a leader." (5)

Q.4.A) Explain in detail Alderfer's ERG theory of motivation. (5)

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

OR

X) Explain the importance of motivation to the organization. (5)

Y) "Whatever manager does he does through decision making". Explain the statement. (5)

Q.5.A) "Communication is the life blood of organization" with reference to the statement explain the importance of communication. (5)

B) Explain the need and importance of controlling function. (5)

OR

X) Define communication. Explain the basic features of communication. (5)

Y) "Controlling as a function of management means the measurement and correction of performance of activities of subordinates." Discuss and give the requirements of an effective control system. (5)

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