

Goa Vidyaprasarak Mandal's
Gopal Govind Poy Raiturcar College of Commerce and Economics
Ponda-Goa

B.C.A (Semester - IV) Examination, April 2017

MANAGEMENT FUNCTIONS

Duration: 2 hrs

Marks: 50

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

Q.1.A) Match the pairs: (5)

Column A

- 1) Rationality
- 2) Organization Structure Factor
- 3) Motivation
- 4) Authority
- 5) Mc Gregor's

Column B

- a) Environment
- b) Human brain
- c) Flows from top to bottom
- d) Performance
- e) Need theory
- f) Theory X & Y

B) Answer in one line: (5)

- 1) What is "MBO"?
- 2) What do you understand by the term "Organization Structure"?
- 3) Who is called as Autocratic leader?
- 4) What is Controlling?
- 5) What do you understand by term Communication?

Q.2. A) "Planning serves as guides to all Management Functions". With respect to this statement briefly explain Importance of planning? (5)

B) Explain in detail steps involved in the process of MBO? (5)

OR

Q.2.X) "The Authority of any position in the organization is not absolute but restricted by several Factors". With respect to this statement explain any 5 limits of authority? (5)

Y) Discuss the Guidelines to be followed in order to make delegation effective? (5)

Q. 3A) Distinction between Delegation of Authority and Decentralization with respect to a)Meaning, b)Type of concept, c) Essential or Optional. Also explain any 2 demerits of Decentralization?

B) Explain in brief any 3 Personal Traits & 2 Managerial Traits of leadership? (5)

OR

Q.3.X) What do you mean by Delegation? Explain the process of Delegation? (5)

Y) Write a note on Trait theory? Explain in detail any 4 criticisms of Trait theory? (5)

Q.4.A) Explain in detail Herzberg's Motivation hygiene theory? (5)

B) What is Creativity? Explain the process of Creativity? (5)

OR

Q.4.X) What do you mean by Motivation? Briefly explain the need for motivation? (5)

Y) Briefly explain various types of decisions in decision making? (5)

Q.5) A) Explain the barriers to communication? (5)

B) What are the essentials of effective controlling? (5)

OR

X) What is Communication? Explain the channels of communication? (5)

Y) Explain the elements of Control (Steps in control process)? (5)

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