

Goa Vidyaprasarak Mandal's
GOPAL GOVIND POY RAITURCAR COLLEGE OF COMMERCE AND
ECONOMICS, PONDA-GOA
B.C.A (SEMESTER-IV) EXAMINATION, APRIL 2018
MANAGEMENT FUNCTIONS

Duration: 2 Hours

Marks: 50

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

- Q.1.A) Answer the following. (2x5)
- a) What do you mean by planning premises?
 - b) Distinguish between formal and informal organisation.
 - c) What do you mean by diagonal communication?
 - d) What is managerial grid?
 - e) Distinguish between planning and controlling.
- Q.2.A) "Lack of planning is the common cause of failure" with respect to the statement explain how planning is useful to an business organisation. (5)
- B) Explain in detail the concept of management by objectives. (5)
- OR**
- X) Define objectives. Explain the merits of MBO. (5)
- Y) Explain various types of planning. (5)
- Q.3.A) Explain the following. (2.5x2)
- i) Formal authority theory
 - ii) Splintered authority
- B) Define organisation. Explain the various determinants of organisation structure. (5)
- OR**
- X) Explain various obstacles to delegation on the part of superiors. (5)
- Y) Explain the various steps which a manager can take in order to have effective delegation of authority. (5)
- Q.4.A) "Leadership is an interpersonal, social and continuous process" in the light of this statement explain the significance of leadership in management. (5)
- B) What is motivation? Explain in brief Alderfer's ERG theory of motivation. (5)
- OR**
- X) Explain the following. (2.5x2)
- i) Leadership vs Management (any 4 points)
 - ii) Traits theory of leadership.
- Y) Explain the following. (2.5x2)
- i) Maslows need hierarchy theory of motivation.
 - ii) McGregor's theory X of motivation.
- Q.5.A) Define Communication. Explain in detail the principles of effective communication. (5)
- B.i) Explain the nature of decision making. (2.5)
- ii) Explain the concept of controlling. (2.5)
- OR**
- X) Define controlling. Explain the benefits of a good control system. (5)
- Y) Explain the following. (2.5x2)
- i) Any three barriers to communication.
 - ii) Any four types of decisions.

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