

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

Duration: 2 Hrs

Marks: 50

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

Q.1.A) Answer the following.

- a) Explain any one merit of planning. (2x5)
- b) What is organisation chart?
- c) What do you mean by vertical communication?
- d) Define Motivation.
- e) Give the steps in the decision making concepts.

Q.2.A) What is planning? Explain the limitations of planning as a function of management. (5)

B) Explain in detail the process of management by objectives. (5)

OR

X) What do you mean by objectives. Explain the demerits of MBO. (5)

Y) Explain different types of planning. (5)

Q.3.A) Explain the following. (2.5x2)

i) Formal and informal organisation.

ii) Delegation of authority.

B) Explain the different factors which determine organisation structure. (5)

OR

X) Explain various obstacles to delegation on the part of superior. (5)

Y) Explain the sources of authority. (5)

Q.4.A) Define Leadership. Explain its features. (5)

B) What is motivation? Explain Maslow's need hierarchy theory of motivation. (5)

OR

X) Explain the following. (2.5x2)

i) Leadership vs management (any 3 points)

ii) Situational theory of leadership.

Y) Explain the following. (2.5x2)

i) Significance of motivation .

ii) Hertzberg's dual-factor theory.

Q.5.A) Define Communication. Explain in detail the process of communication. (5)

B. i) Explain the features of decision making. (2.5)

ii) Explain the concept of controlling. (2.5)

OR

X) Define controlling. Explain the limitations of controlling. (5)

Y) Explain the following. (2.5x2)

i) Formal and informal communication.

ii) Any four types of decisions.