

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
SY BCA, Semester IV, End Semester Examination, April 2019
Sub: Management Functions (BCA403)

Duration: 2 hrs

Max Marks: 50 mks

Instructions:

- 1 *All questions are compulsory*
- 2 *Start each new question on a fresh page*
- 3 *Figures to the right indicate maximum marks*

Q1. Write short notes on :- (Any 5)

(10 Mks)

- a) Strategic Plans
- b) Formal Organisation Structure
- c) Sources of Leadership
- d) Monetary Motivational Factors
- e) Problem Solving and Opportunity Decisions
- f) Upward Communication
- g) Structured and Unstructured Decisions

Q2. A) State and explain the importance of planning in an organization.

(5 Mks)

B) Highlight the process of MBO.

(5 Mks)

OR

X) Explain the factors affecting Organising structure.

(5 Mks)

Y) Discuss the process of organising.

(5 Mks)

Q3. A) State and explain the powers of a leader.

(5 Mks)

B) Explain 3 Leadership Theories in brief.

(5 Mks)

OR

X) Explain Maslow's Theory of Motivation.

(5 Mks)

Y) Explain Herzberg's Dual Factor Theory of Motivation.

(5 Mks)

Q4. A) State and explain the process of Controlling.

(5 Mks)

B) Explain any 5 control techniques.

(5 Mks)

OR

X) Highlight the importance of decision making in an organisation.

(5 Mks)

Y) Explain the process of decision making.

(5 Mks)

Q5. A) Explain the process of communication.

(5 Mks)

B) Discuss the measures to overcome barriers to communication.

(5 Mks)

OR

X) State and explain the advantages of centralisation.

(5 Mks)

Y) Highlight the barriers to communication.

(5 Mks)