

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
S.Y.B.C.A, Semester - IV, End Semester Examination, April 2015

MANAGEMENT FUNCTIONS (BCA 403)

Duration: 2 hours

Marks: 50

Instructions: 1) All questions are compulsory
2) Figures to the right indicate full marks
3) Start each new question on fresh page

Q No. 1) A) Fill in the blanks (5 mks)

- i) _____ planning deals with managing the future risk and challenges.
- ii) _____ is a corollary of authority; and cannot exist independently.
- iii) _____ means to guide something in the direction it is intended to go.
- iv) Herzberg's dual factor theory is also known as _____ theory.
- v) In _____ chain communication is random.

Q No. 1) B) Match the following (5 mks)

Column 'A'

- 1) Organisation
- 2) Traits theory
- 3) Tactical decisions
- 4) Alderfer
- 5) Informal communication

Column 'B'

- a) Routine matters
- b) ERG
- c) Grouping
- d) Grapevine
- e) Personal qualities

Q No. 2) A) Define Planning. Explain different types of planning (10 mks)
(OR)

Q No. 2) X) What is Formal Organisation? State its advantages and disadvantages.

Q No. 3) A) Distinguish between Authority and Responsibility (10 mks)
(OR)

Q No. 3) X) What is MBO? State and explain its benefits

Q No. 4) A) Distinguish between Managership and Leadership (10 mks)
(OR)

Q No. 4) X) State and explain the importance of Controlling.

Q No. 5) A) Explain Maslow's theory of motivation (10 mks)
(OR)

Q No. 5) X) What is Communication? Explain the various steps in Communication process