

Vidya Vikas Mandal's
Shree Damodar College of Commerce & Economics, Margao-Goa
SY BCA, Semester IV, End Semester Examination, May 2016
Management Functions (BCA403)

Supplementary

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) A) Choose the correct alternative from the following:

(5 Mks)

1. Selection based on criteria from two or more possible alternatives.
A) Controlling B) Motivating C) Decision Making
2. Organisation which develops by social forces.
A) Informal Organisation B) Functional Organisation C) Formal Organisation
3. Encouraging people to take more interest and initiative in the work assigned.
A) Communicating B) Decision Making C) Motivating
4. Primary function of management.
A) Organising B) Planning C) Controlling
5. Theory which indirectly supports the view that leaders are born and not made.
A) Behavioural Theory B) Situational Theory C) Traits Theory

Q 1) B) Match the following

(5 Mks)

Column 'A'

Column 'B'

- | | |
|-----------------------------|---------------------|
| 1) Coercive Power | A) Physical actions |
| 2) Centralisation | B) Limited time |
| 3) Single-use Plans | C) Demotions |
| 4) Crisis Decision | D) One time |
| 5) Non Verbal Communication | E) Quick decisions |

Q2. A) State and Explain the importance of planning in an organisation.

(5 Mks)

B) Highlight the essentials of good business plan.

(5 Mks)

OR

X) Distinguish between Formal and Informal organisation.

(5 Mks)

Y) Explain the advantages of Decentralisation.

(5 Mks)

Q3. A) Discuss the disadvantages of Centralisation.

(5 Mks)

B) Explain in brief the process of Organising.

(5 Mks)

OR

X) Highlight the qualities of a good leader.

(5 Mks)

Y) Explain the importance of leadership.

(5 Mks)

Q4. A) Explain Herzberg's Dual Factor Theory of Motivation.

(5 Mks)

B) Explain the benefits of Motivating employees.

(5 Mks)

OR

X) State and Explain the process of Controlling.

(5 Mks)

Y) Explain the forms of communication classified on the basis of direction.

(5 Mks)

Q5. A) Explain the barriers to communication.

(5 Mks)

B) Explain the measures to overcome communication barriers.

(5 Mks)

OR

X) Explain the MBO process.

(5 Mks)

Y) Discuss Alderfer's ERG Theory of Motivation.

(5 Mks)