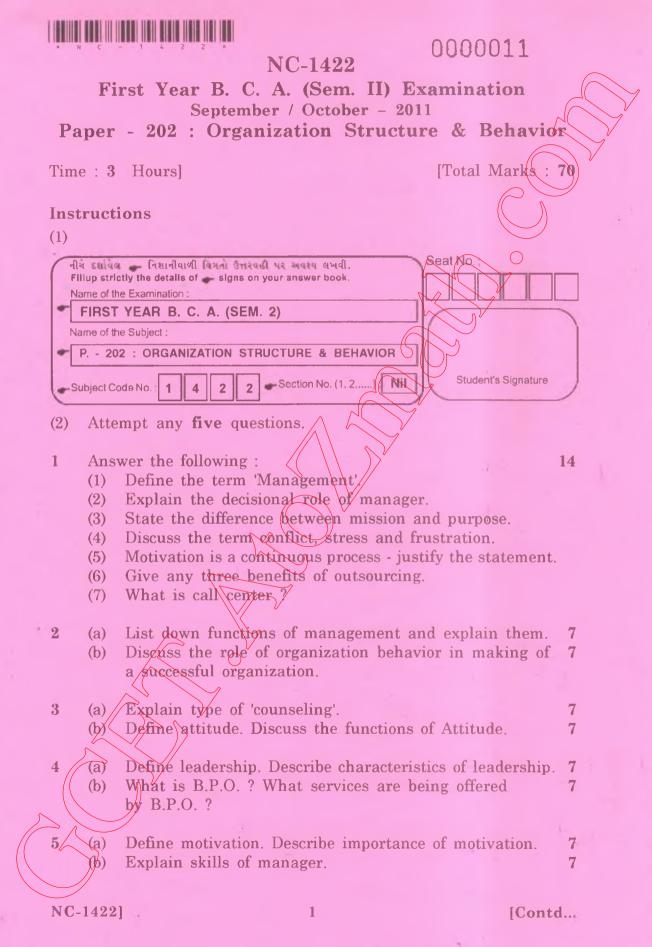
http://VNSGU.AtoZmath.com – BCA Syllabus, Question Paper, Programs



http://GCET.AtoZmath.com – GCET MCA, MBA Online Exam Preparation

http://VNSGU.AtoZmath.com – BCA Syllabus, Question Paper, Programs

- 6 Write short notes : (any two)
 - (a) Call center set up
 - (b) Outsourcing
 - (c) Leadership style
 - (d) Negative and positive motivation.
- 7

Read carefully the following and answer the question following it :

Vikram earned his post graduate Degree from a University in the North East India. He got a regular teaching post in the same college. Though Vikram was hard working but not ready to accept challenges of new environment. Some of his faults were to enter the class often five to ten minutes late, to get irritative when student ask questions while he teaches, not to update his knowledge in the subjects he teaches and bounging routine matters to Head of department or to peer for decisions. Complains about Vikram from the students pouring even in written and it became a real problem for the Head of the department and how to tackle the same.

The Head, found Vikram as plain and innocent by heart. He, therefore, decided to motivate Vikram by saying that each new teacher even myself faces such problems, which can over come over the period through sincere efforts. I am sure that you are doing the same and keep it up. Be more objective and specific in your efforts. I see potential in you to emerge as a very effective teacher in days to come "Vikram imbibed all these and assured the head to honour his advices. He then left for his class with new challenge and determination to excel in his task just with in a week, Vikram improved his teaching and the student reported their satisfaction to head of the department over Vikram's teaching.

Questions :

(1) Somment on the issue involve in this case.

(2) If you were the Head of the Department, how would you improve Vikram ?

(3) In your opinion, which motivation theory can help motivate Vikram ?

NC-1422]

2

[2500]

14