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NC-1422

First Year B. C. A. (Sem. II) Examination
September / October – 2011
Paper - 202 : Organization Structure & Behavior

Time : 3 Hours]

[Total Marks : 70

Instructions

(1)

नीचे दशांशक निशानोंवाणी विस्तारो उत्तरवही पर अवश्य लखवी. Fillup strictly the details of signs on your answer book.	Seat No.
Name of the Examination :	
FIRST YEAR B. C. A. (SEM. 2)	
Name of the Subject :	
P. - 202 : ORGANIZATION STRUCTURE & BEHAVIOR	
Subject Code No. : 1 4 2 2 Section No. (1, 2,.....) Nil	Student's Signature

(2) Attempt any five questions.

- 1 Answer the following : 14
- (1) Define the term 'Management'.
 - (2) Explain the decisional role of manager.
 - (3) State the difference between mission and purpose.
 - (4) Discuss the term conflict, stress and frustration.
 - (5) Motivation is a continuous process - justify the statement.
 - (6) Give any three benefits of outsourcing.
 - (7) What is call center ?
- 2 (a) List down functions of management and explain them. 7
(b) Discuss the role of organization behavior in making of a successful organization. 7
- 3 (a) Explain type of 'counseling'. 7
(b) Define attitude. Discuss the functions of Attitude. 7
- 4 (a) Define leadership. Describe characteristics of leadership. 7
(b) What is B.P.O. ? What services are being offered by B.P.O. ? 7
- 5 (a) Define motivation. Describe importance of motivation. 7
(b) Explain skills of manager. 7

6 Write short notes : (any two)

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- (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 :

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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 bouncing 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) Comment 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 ?