



SB-1422

**First Year B. C. A. (Sem. II) Examination**  
**March / April – 2011**  
**Paper - 202 : Organization Structure &**  
**Behavior at B. C. A.**

Time : 3 Hours]

[Total Marks : 70

**Instructions :**

(1)

नीचे दृशावेल निशानीवाणी विगतो उत्तरवही पर अवश्य लपवी.  
Fillup strictly the details of signs on your answer book.

Name of the Examination :  
F. Y. B. C. A. (Sem. 2)

Name of the Subject :  
P. - 202 : Organi. Structure & Behavior at B. C. A.

Subject Code No. : 1 4 2 2 Section No. (1, 2,.....) : Nil

Seat No. : [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

Student's Signature

(2) Attempt any 5 questions.

- 1 Answer the following : 14
- (i) What is Organization Structure ?
  - (ii) Define attitude.
  - (iii) What is B.P.O. ?
  - (iv) What is Interpersonal Role of Manager ?
  - (v) Motivation is unending process. - Justify the statement.
  - (vi) What is human skill of leadership ?
  - (vii) Discuss free rein style of leadership.
- 2 (a) Explain feature of organization. 7
- (b) Explain scope of 'Management'. 7
- 3 (a) What are the different levels of 'management' ? 7  
Explain any one of them.
- (b) Explain importance and benefits of motivation. 7
- 4 (a) Write important characteristics of effective leadership. 7
- (b) Distinguish between directive and non-directive 7  
counseling.

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[Contd...

- 5 (a) Discuss the carrot and stick approach of motivation. 7  
(b) Define counseling. Explain problem area to be address by counseling. 7
- 6 Write short notes : (any two) 14  
(a) Mission, Vision and Goal  
(b) Functions of attitude  
(c) Need of counseling  
(d) What is outsourcing ?
- 7 Mr. Sengupta, has recently retired after a long service of 37 years. He intend to start up a call center. As an advisor to Mr. Sengupta, suggest the requirements and formalities pertaining to call center set up. 14
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