



P-3717
First Year B. C. A. (Sem. II) Examination
March / April – 2014
Organisation Structure & Behaviour

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

<p>नीचे दशांशव निशुचीवाणी विगतो उत्तरवादी पर अवश्य वपवी. Fillup strictly the details of signs on your answer book.</p> <p>Name of the Examination :</p> <p>F. Y. B. C. A. (SEM. 2)</p> <p>Name of the Subject :</p> <p>ORGANISATION STRUCTURE & BEHAVIOUR</p> <p>Subject Code No. : 3 7 1 7 Section No. (1, 2,.....) : Nil</p>	<p>Seat No. :</p> <table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table> <p style="text-align: center; margin-top: 20px;">Student's Signature</p>						

- (2) Question 1 is compulsory.
(3) Figures to the right indicate marks of the question.

- 1 Answer the following questions in brief. (14)
1. What do you understand by Management?
 2. Explain informational role of manager
 3. State any four characteristics of attitude
 4. What is 'need for achievement' in motivation.
 5. What is normative commitment?
 6. What is physiological need?
 7. Define B.P.O.
- 2 (a) Explain factors affecting attitude. (7)
(b) Discuss the importance of motivation. (7)
- OR
- 2 What are the various roles played by a Manager in organization? (14)
Explain in detail with examples.
- 3 (a) Explain any two managerial skills. (7)
(b) Discuss any two styles of leadership. (7)
- ... OR
- 3 Do you think attitude can be improved? Support your answer with example. (14)

- 4 (a) What is motivation? Explain any one theory on motivation. (7)
(b) Discuss the human skills of a leader. (7)
- OR
- 4 Discuss the leadership qualities of the man of the millennium
"Mahatma Gandhi" (14)
- 5 Write Short Note (*Any two*) (14)
1. Structure of Organisation.
2. Benefits of Motivation
3. Call Centre.