



M-3717

First Year B. C. A. (Sem. II) Examination
September/October – 2015
Organisation Structure & Behaviour
(New Course)

Time : Hours]

[Total Marks : 70

Instructions :

(1)

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| नीचे दशविषय निशानीवाणी विगतो उत्तरवही पर अवश्य बपनी. Fillup strictly the details of signs on your answer book. | Seat No. : |
| Name of the Examination : | <input type="text"/> |
| <input type="text" value="FIRST YEAR B. C. A. (SEM. II)"/> | <input type="text"/> |
| Name of the Subject : | <input type="text"/> |
| <input type="text" value="ORGANISATION STRUCTURE & BEHAVIOUR (NEW)"/> | <input type="text"/> |
| Subject Code No. : <input type="text" value="3"/> <input type="text" value="7"/> <input type="text" value="1"/> <input type="text" value="7"/> | Section No. (1, 2,.....) : <input type="text" value="Nil"/> |
| | Student's Signature |

- (2) All questions are compulsory.
- (3) Do not interchange sub questions.
- (4) Marks to the right indicate full marks of the question.

1 Answer the following question briefly 14

1. What is Motivation?
2. Explain information role of manager.
3. Explain human role of manager.
4. What is QWL?
5. Explain any two characteristics of Attitude.
6. What is organization structure?
7. List out different types of call centre.

2 (A) Explain basic elements that makes Organisation. 7

(B) Explain decisional and interpersonal role of manager. 7

OR

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[Contd...

- 2 (A) Explain the Carrot and Stick approach. 7
(B) Explain the process of motivation. 7
- 3 Explain the leadership qualities of a leader of your choice in detail. 14

OR

- 3 (A) Explain the importance of motivation. 7
(B) Explain the benefits of outsourcing. 7
- 4 Explain the effects of positive attitude in Organisation. 14
Support your answers with appropriate examples.

OR

- (A) Explain different benefits provided by BPO firm to the employee.
(B) Explain the scope for management.
- 5 Write Short notes : (any two) 14
(1) Democratic and Autocratic leadership styles
(2) BPO
(3) Process of Counseling.