



**D-3717**

**First Year B. C. A. (Sem. II) Examination**

**March / April - 2016**

**Organisation Structure & Behavior**

Time : 3 Hours]

[Total Marks : 70

**Instruction :**

नीचे दशांशिक निशानावाणी विगतो उत्तरवही पर अवश्य लिखनी.  
Fillup strictly the details of signs on your answer book.

Name of the Examination :  
**FIRST YEAR B.C.A. (SEM. II)**

Name of the Subject :  
**ORGANISATION STRUCTURE & BEHAVIOR**

Subject Code No. : **3 7 1 7** Section No. (1, 2,.....) : **Nil**

Seat No. : 

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Student's Signature

1 Answer the following Questions : (Any Seven) 14

- (1) Explain the decisional role of manager.
- (2) Define the term 'management'.
- (3) What is attitude?
- (4) What is call centre?
- (5) Define the term Motivation.
- (6) Explain term Leadership.
- (7) What is empathy skill of a leader?
- (8) Give any three benefits of outsourcing.

2 (A) Define Management. Discuss Scope of management in detail. 8

(B) Explain characteristic of attitude in detail. 6

**OR**

(B) What are the various roles played by a Manager in Organisation? Explain in detail with examples. 6

3 (A) Define Leadership & explain the quality of Mahatma Gandhi as a good leader. 10

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[Contd...

(B) Discuss the managerial skill with example. 4

OR

(B) Explain the importance of motivation. 4

4 (A) Explain the different characteristic of attitude. 7

(B) Explain the different style of leadership. 7

5 Write Short Notes : (Any two) 14

(1) Call center setup

(2) Outsourcing

(3) Formation of attitude.