



EB-3717

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

October/November – 2016

Organisation Structure & Behavior

Time : 3 Hours]

[Total Marks : 70

Instruction :

नीचे दशांशके निशानीवाणी विगता उत्तरवडी पर अवश्य ब्रजनी. 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 & BEHAVIOR"/>	<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	

- 1 Answer the following questions : (any seven) 14
- (1) What are Technical Skills and Personal Skills ?
 - (2) List down any four good qualities of leaders.
 - (3) Explain conceptual skills of managers.
 - (4) What is Attitude ?
 - (5) Define OB.
 - (6) Explain the term outsourcing.
 - (7) Define management.
 - (8) What is human skill ?
- 2 (a) Discuss the role of OB in making of a successful organisation. 10
- (b) List down functions of management. 4

- 3 (a) Explain call centre set up process and its functions in detail. 7
(b) State the characteristics of motivation. 7
OR
(b) Explain the qualities of leader. 7
- 4 (a) Explain democratic and autocratic style of leadership. 7
(b) Explain the benefit of outsourcing. 7
OR
(b) What are the services being offered by B.P.O. ? 7
- 5 Write short notes : (any two) 14
(1) Types of motivation
(2) Scope of management
(3) Structures of organisation.