



DJ-1842

**B. C. A. (Sem. II) Examination**  
**September / October – 2007**  
**Organization Structure & Behaviour**

Time : 3 Hours]

[Total Marks : 70

Instruction :

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

Name of the Examination :  
B. C. A. (SEM. 2)

Name of the Subject :  
ORGANIZATION STRUCTURE & BEHAVIOUR

Subject Code No. : 1 8 4 2 Section No. (1, 2,.....) : NIL

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

Student's Signature

1. Answer in brief. 12

- (a) State difference between Mission and Purpose.
- (b) Define Organizational Behaviour.
- (c) Explain the role of a Manager.
- (d) Mention the advantages of Democratic Leadership.
- (e) What is BPO ?
- (f) State factors affecting individual performance.

2. (a) Discuss the role of Organizational Behaviour in making of a successful organization. 6

(b) Explain features of Organization. 6

OR

(a) Are Management and Administration different ? 6  
How will you resolve their terminological conflict ?

(b) Discuss the various functions of Management. 6

But Mr. Jayesh's subordinates are not happy with him. They feel that Mr. Jayesh is not a good leader. He does not take care of the needs of his subordinates. They feel Mr. Jayesh is a management's toy and is only good at polishing. Moreover Mr. Jayesh is also not open to accept new ideas. His subordinates feel that although their department is loaded with full work, they are being underpaid. All this results in a discomfort among the subordinates. Any complaint made by the subordinates would not be accepted by the top management because of his good impression with the management. The sub staff is demotivated and demoralized.

Evaluate the above situation and answer the following questions :

1. What qualities of a good leader are missing in Mr. Jayesh Shah ?
2. What are the qualities of Mr. Jayesh Shah has to improve in his style of leadership ?
3. If you are a top management executive, how will you ensure a congenial atmosphere in the Finance Department ?

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