



C-1842

B. C. A. (Sem. II) Examination
October / November – 2008
Organisation Structure & Behaviour

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दृशावेव निशानीवाणी विगतो उत्तरवही पर अवश्य लपवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<input type="text" value="B.C.A. (Sem. 2)"/>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<input type="text" value="Organisation Structure & Behaviour"/>	<input type="text"/>
Subject Code No. : <input type="text" value="1"/> <input type="text" value="8"/> <input type="text" value="4"/> <input type="text" value="2"/>	Section No. (1, 2,.....) : <input type="text" value="Nil"/>
Student's Signature	

(2) All questions are compulsory.

(3) Figures to the right indicate final marks of the respective question.

1 Answer the following briefly : 10

- Define Attitude
- What is counselling?
- List down the various benefits of outsourcing.
- Outline importance of Motivation.
- What are Human skills?

2 Discuss the role of Organizational Behaviour in making a successful organization. 12

OR

2 "Two persons working in the same work environment have different attitude about work." In line with the statement discuss various factors with affect attitude formation. 12

3 (a) List down the functions of management and explain them. 5

(b) What is QWL? Discuss various factors a manager should consider for improving QWL. 7

OR

3 (a) Discuss the features of a Good Organization Structure. 6

(b) Write a note on Job Enrichment. 6

4 Define Leadership. Explain with the help of contingency Model how situational factors affect the effectiveness of a leader. 12

OR

4 (a) Discuss functions of a Call Centre. 6

(b) Explain types of counselling. 6

5 Write short notes : (any two) 12

(i) BPO

(ii) Scope of Management

(iii) Autocratic style of Leadership.

6 Mr. Sengupta, has recently retired after a long service of 37 years. He intends to start-up a call centre. As an advisor to Mr. Sengupta, suggest the requirements and formalities pertaining to call centre set up. 12