



H-1822

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

March / April – 2009

Organisation Structure & Behaviour : Paper - 202

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दशांशिक निशानवाणी विगतो उत्तरवकी पर अवश्य कृपवी.
Fillup strictly the details of signs on your answer book.

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

Name of the Subject :
ORGANISATION STRUCTURE & BEHAVIOUR : 202

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

Seat No.:

200565

P. K. S. S.
Student's Signature

- (2) Answer any five.
(3) All questions carry equal marks.

1 Answer the following. Be brief and to the point : 14

- (i) Define the term 'Management'.
(ii) List the 'Decisional Roles' Of a manager.
(iii) List different types of 'Counseling' and explain any one of them.
(iv) Write an example each of top level, middle level and lower level management.
(v) What is B.P.O.?
(vi) What is meant by Quality of work life (QWL)?
(vii) Explain 'Job Enrichment'.

2 (a) Describe briefly the scope of 'Management'. 7

(b) Explain the significance of 'Management'. 7

3 (a) Explain the significance and benefits of 'Motivation' in an organization. 7

(b) Describe positive motivation with suitable example. 7

- 4 (a) What is Democratic Leadership? 7
(b) Write important characteristics of effective leaders. 7
- 5 (a) What are the various forms of 'Counseling'? Explain any one of them. 7
(b) Describe the process of counseling. 7
- 6 Write short notes : (any two) 14
(a) Formal and Informal organization
(b) Managerial skills
(c) Significance of Call Center
(d) Utility of B.P.O.

- 7 Read carefully the following case and answer the questions following it : 14

Case:

Two travelling monks reached a river where they met a young woman. Wary of the current, she asked if they could carry her across. One of the monks hesitated, but the other quickly picked her up into his shoulders, transported her across the water, and put her down on the other bank. She thanked him and departed. As the monks continued on their way, one was brooding and preoccupied. Unable to hold his silence, he spoke out. "Brother, our spiritual training teaches us to avoid any contact with women, but you picked that one up on your shoulders and carried her!" 'Brother', the second monk replied, 'I set her down on the other side, while you are still carrying her'.

Questions :

- (i) With reference to the above case discuss the factors responsible for differences in the attitude of the two monks.
- (ii) Describe the functions of attitude.