



MC-3717

First Year B. C. A. (Sem.-II) (CBCS) Examination
September / October - 2013
Organisation Structure & Behaviour

Time : Hours]

[Total Marks : 70

Instructions :

(1)

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

Name of the Examination :
First Year B. C. A. (Sem. 2) (CBCS)

Name of the Subject :
Organisation Structure & Behaviour

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

Seat No. :

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Student's Signature

(2) Figures to the right indicate full marks of the question.

- 1 Answer the following questions briefly : 14
- (i) What is the interpersonal role of a manager ?
 - (ii) Define motivation.
 - (iii) What is normative commitment ?
 - (iv) Define leadership.
 - (v) What is a call centre ?
 - (vi) Explain Human Skills of a manager.
 - (vii) What is attitude ?
- 2 (a) What is organization ? Explain structure of any organization in general. 7
- (b) Explain informational and decisional role of manager. 7

OR

- 2 What are various factors which affect attitude formation ? Explain the phenomena that two persons working in the same work environment may have different attitude about work. 14

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[Contd...

- 3 (a) Explain importance of motivation. 7
- (b) Discuss any two leadership styles. 7

OR

- 3 (a) State the characteristics of motivation. 7
- (b) State technical and personal skills of a leader. 7
- 4 (a) Explain functions of a call – centre. 7
- (b) Explain major benefits of outsourcing. 7

OR

- 4 What is a call centre ? Explain steps to set up a call centre. 14
- 5 Write short note : (any two) 14
 - (i) Scope of management
 - (ii) Characteristics of a good leader
 - (iii) Features of attitude.