



**AC-3717**

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

**April / May - 2015**

**Organisation Structure & Behaviour**

**(New Course)**

Time : Hours]

[Total Marks : 70

Instructions :

(1)

नीचे दशांश देव निशानीवाणी विगतो उत्तरवही पर अवश्य बपवी. Fillup strictly the details of signs on your answer book.		Seat No. :
Name of the Examination :		
FIRST YEAR B. C. A. (SEM. II)		
Name of the Subject :		
ORGANISATION STRUCTURE & BEHAVIOUR (NEW)		
Subject Code No. :	3 7 1 7	Section No. (1, 2,.....) : Nil
		Student's Signature

- (2) All questions are compulsory.
- (3) Do not interchange sub questions.
- (4) Marks to the right indicate full marks of the question.

1 Answer the following question briefly. 14

- (1) What are the basic elements of Organization?
- (2) Explain decisional role of Manager.
- (3) Explain Conceptual skills of Manager.
- (4) What is Attitude?
- (5) Explain any two characteristics of a good leader.
- (6) What is Counseling?
- (7) Give definition of Management.

2 (A) Explain characteristic of attitude in detail. 7

(B) Explain interpersonal and informational role of manager. 7

OR

AC-3717]

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[Contd...

- 2 (A) Explain the nature and characteristics of motivation. 7  
(B) Explain the benefits of motivation. 7
- 3 Explain the process of call centre setup with its functions. 14
- OR**
- 3 (A) Explain the Carrot and the Stick approach. 7  
(B) Explain democratic and autocratic style of leadership. 7
- 4 (A) Explain the difference between a Leader and Manager 7  
(B) Explain the functions of Counseling 7
- OR**
- 4 (A) Explain the difference between formal and informal organization, 7  
(B) Discuss the scope of attitude 7
- 5 Write Short notes : (Any Two) 14  
(1) Scope of Management  
(2) Quality of Work life.  
(3) Process of Counseling
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