

**RB-3717**

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

**March / April - 2017**

**Organisation Structure & Behavior**

Time : 3 Hours]

[Total Marks : 70

Instruction :

नीचे दशांशक निशानीवाणी विगत उत्तरवही पर अवश्य लिखनी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
<b>First Year B. C. A. (Sem. II)</b>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<b>Organisation Structure &amp; Behavior</b>	<input type="text"/>
Subject Code No. : <input type="text" value="3"/> <input type="text" value="7"/> <input type="text" value="1"/> <input type="text" value="7"/>	Section No. (1, 2,.....) : <input type="text" value="Nil"/>
	Student's Signature

- 1 Answer the following questions : (any seven) 14
- (1) Define the term Management.
  - (2) State any two characteristics of Attitude.
  - (3) Explain informational role of manager.
  - (4) Define Leadership.
  - (5) What are the technical skills and Personal Skills?
  - (6) Explain different types of motivation.
  - (7) Define Organization Behaviour.
  - (8) What is out sourcing ?
- 2 (a) Why it is compulsory for every manager to study the subject of Organization Behaviour ? 10
- (b) List down the scope of management. 4
- OR**
- (b) How can a manager be effectively utilized in organization by his various roles ? 4

- 3 (a) Define leadership. Explain qualities of any one leader of your choice. 4
- (b) Explain importance of motivation. 4
- OR**
- (b) Explain the different skills of manager. 4
- 4 (a) Mr. Krunal Patel wants to start up a call centre. 10  
As a consultant you are required to explain each and every step in detail for setting up a call centre.
- (b) Discuss various benefit of outsourcing. 4
- OR**
- (b) Explain various roles of management. 4
- 5 Write short notes : (any two) 14
- (1) B.P.O.
- (2) Structures of Organization
- (3) Characteristics of Attitude.
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