



HA-3519

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

March / April - 2018

Organization Structure & Behaviour

Time : 3 Hours]

[Total Marks : 70

Instruction :

नीचे दशांश निशानीवाणी विगतो उत्तरवडी पर अवश्य दपवी.
Fillup strictly the details of signs on your answer book.

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

Name of the Subject :
Organization Structure & Behaviour

Subject Code No. : 3 5 1 9 Section No. (1, 2,.....) : Nil

Seat No. : [] [] [] [] [] [] [] [] [] []

Student's Signature

- 1 Answer the following Questions : (Any Seven) 14
- (1) Explain the term Organisation behaviour.
 - (2) What do you mean by term "leadership"?
 - (3) Explain conceptual skills of managers.
 - (4) What is Attitude ?
 - (5) Explain any two characteristics of Motivation.
 - (6) Define Outsourcing.
 - (7) Elaborate the term management.
 - (8) Differentiate between Formal & Informal Organisation.
- 2 (a) Discuss the role of OB in making of a successful Organisation. 10
- (b) Explain various benefit of outsourcing. 4

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[Contd...

the statement with the help of leadership qualities.

- (b) Explain the different benefits of motivation. 7

OR

- (a) Explain different style of leadership in detail. 7

- (b) Explain any two structure of organisation in detail. 7

- 4 (a) Two persons working in the same work environment may have different attitude about the work. Explain the same with reference to attitude formation. 7

- (b) Explain call centre set up process. 7

OR

- (b) Explain different managerial skills. 7

- 5 Write Short Note : (Any two) 14

- (1) Motivation
(2) Scope of Management
(3) Functions of management