AD-3281
Third Year B. Sc. (Computer Science) (Sem. VI)
Examination
March/April – 2015
Organisation Structure & Behaviour

Time : Hours] [Total Marks : 70
Instructions :
(1)

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

1 Answer the following questions briefly: (Any Five) 10
   (1) Define Organization Behaviour.
   (2) Write at least two points of difference between Leadership & Management.
   (3) Do you think it is possible to change behaviour? If Yes, how?
   (4) Why is motivation required in organization?
   (5) Define Leadership.
   (6) When might a leader be irrelevant?

2 (A) Explain functions of management in detail. 6
   (B) What are the different levels of Management? Explain them in detail.

OR

2 Explain characteristics of Attitude in detail. 12

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[Contd...
3 (A) Explain the importance of Motivation. 7
    (B) What are various factors affecting Attitude. 7

    OR

3 What do you understand by Leadership Styles? Discuss each leadership style in detail. 14

4 (A) "Motivation is continuous Process." Explain. 7
    (B) What makes Leadership effective? 7

    OR

4 (A) Explain nature of Motivation. 7
    (B) Discuss functions of Attitude. 7

5 Mr. Ajay has recently retired after a long service of 30 years. He intended to start up a call centre. As a consultant you are required to explain each and every step in detail for setting up a call centre. You may assume any industry for specification. 10

6 Write short notes: (Any Two) 10
    (1) BPO
    (2) Outsourcing
    (3) Interpersonal role.