



# RAN-1215

## T.Y. B.Sc. Computer Science (Semester VI) Examination

March / April - 2019

### Organization Structure & Behaviour

#### सूचना : / Instructions

नीचे दृशविले निशानीवाणी विगतो उत्तरवली पर अवश्य लभवी.  
Fill up strictly the details of signs on your answer book

Name of the Examination:

T.Y. B.Sc. Computer Science (Semester VI)

Name of the Subject :

Organization Structure & Behaviour

Subject Code No.: 1 2 1 5

Seat No.:

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Student's Signature

#### Q.1 Answer the following questions (Any Seven)

14

- 1 What is organizational development?
- 2 What is the relationship between attitude and behaviour?
- 3 Define term "motivation".
- 4 What is BPO?
- 5 Describe two functions of attitude.
- 6 List the decisional role of management.
- 7 Give full form Of: IVR, ACD.
- 8 What is leadership?

#### Q.2

- 1 Explain importance of motivation. **06**
- 2 Explain functions of attitude. **06**

Or

- 1 "Motivation is a continuous process." Explain. **06**
- 2 Discuss the quality of a good leader. **06**

**Q.3**

- |   |  |    |
|---|--|----|
| 1 | Explain democratic styles of leadership in detail. | 06 |
| 2 | Write a note on Call Center.                       | 06 |

**Or**

- |   |   |    |
|---|---|----|
| 1 | Explain leadership skills in detail.    | 06 |
| 2 | What are the services offered by B.P.O? | 06 |

**Q.4**

- |   |  |    |
|---|--|----|
| 1 | Explain information role of a manager.         | 06 |
| 2 | Discuss different managerial skills in detail. | 06 |

**Or**

- |   |   |    |
|---|---|----|
| 1 | Explain scope of management in detail.          | 06 |
| 2 | Explain characteristics of attitude in details. | 06 |

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