



D-3717
First Year B. C. A. (Sem. II) Examination
March / April - 2016
Organisation Structure & Behavior

Time : 3 Hours]

[Total Marks : 70

Instruction :

<p>नीचे दशांशिक निशान्तीवाणी विगतो उत्तरवडी पर अवश्य लपवी. Fillup strictly the details of signs on your answer book.</p> <p>Name of the Examination : FIRST YEAR B.C.A. (SEM. II)</p> <p>Name of the Subject : ORGANISATION STRUCTURE & BEHAVIOR</p> <p>Subject Code No. : 3 7 1 7 Section No. (1, 2,.....): Nil</p>	<p>Seat No. : <input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/><input type="text"/></p> <div style="border: 1px solid black; border-radius: 15px; padding: 10px; text-align: center; margin-top: 10px;">Student's Signature</div>
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- 1 Answer the following Questions : (Any Seven) 14
- (1) Explain the decisional role of manager.
 - (2) Define the term 'management'.
 - (3) What is attitude?
 - (4) What is call centre?
 - (5) Define the term Motivation.
 - (6) Explain term Leadership.
 - (7) What is empathy skill of a leader?
 - (8) Give any three benefits of outsourcing.
- 2 (A) Define Management. Discuss Scope of management in detail. 8
- (B) Explain characteristic of attitude in detail. 6
- OR**
- (B) What are the various roles played by a Manager in Organisation? Explain in detail with examples. 6
- 3 (A) Define Leadership & explain the quality of Mahatma Gandhi as a good leader. 10

- (B) Discuss the managerial skill with example. 4
- OR**
- (B) Explain the importance of motivation. 4
- 4 (A) Explain the different characteristic of attitude. 7
- (B) Explain the different style of leadership. 7
- 5 Write Short Notes : (Any two) 14
- (1) Call center setup
- (2) Outsourcing
- (3) Formation of attitude.
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