



AC-3717
First Year B. C. A. (Sem. II) Examination
April / May - 2015
Organisation Structure & Behaviour
(New Course)

Time : Hours]
Instructions :

[Total Marks : 70

(1)

<p>नीचे दशावेक निशानीवाणी विगतो उत्तरवडी पर अवश्य कपवी. 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 & BEHAVIOUR (NEW)</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; width: 100%;">Student's Signature</div>
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- (2) All questions are compulsory.
- (3) Do not interchange sub questions.
- (4) Marks to the right indicate full marks of the question.

1 Answer the following question briefly. 14

- (1) What are the basic elements of Organization?
- (2) Explain decisional role of Manager.
- (3) Explain Conceptual skills of Manager.
- (4) What is Attitude?
- (5) Explain any two characteristics of a good leader.
- (6) What is Counseling?
- (7) Give definition of Management.

2 (A) Explain characteristic of attitude in detail. 7

(B) Explain interpersonal and informational role of manager. 7

OR

- 2 (A) Explain the nature and characteristics of motivation. 7
(B) Explain the benefits of motivation. 7
- 3 Explain the process of call centre setup with its functions. 14
- OR**
- 3 (A) Explain the Carrot and the Stick approach. 7
(B) Explain democratic and autocratic style of leadership. 7
- 4 (A) Explain the difference between a Leader and Manager 7
(B) Explain the functions of Counseling 7
- OR**
- 4 (A) Explain the difference between formal and informal organization, 7
(B) Discuss the scope of attitude 7
- 5 Write Short notes : **(Any Two)** 14
- (1) Scope of Management
 - (2) Quality of Work life.
 - (3) Process of Counseling
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