



**AC-3796**  
**First Year B. C. A. (Sem. II) Examination**  
**April/May – 2014**  
**Organisation Structure & Behavior**  
**(Old Course)**

Time : 3 Hours]

[Total Marks : 100

**Instructions :**

(1)

<p>नीचे दृशावेक निशानीवाणी विगतो उत्तरवडी पर अवश्य कभवी. 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 &amp; Behavior (Old)</p> <p>Subject Code No. : 3 7 9 6 Section No. (1, 2,.....) : Nil</p>	<p>Seat No. : [ ][ ][ ][ ][ ][ ][ ]</p> <p style="text-align: center;">Student's Signature</p>
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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.

- Q. 1. Answer the following question briefly [14]
1. Explain any three elements of Organisation
  2. What do you understand by interpersonal role of Manager
  3. Define the term behavior.
  4. Define Leadership
  5. Discuss Management.
  6. Discuss any two types of Job Attitude.
  7. What is self actualization need?
- Q.2. (A) What is Organisation behavior? Show its importance. [07]  
(B) Discuss Counseling in detail. [07]
- OR**
- Q.2. Show the Process of formation of Attitude with its level. [14]
- Q.3. (A) Explain human skills of Manager [07]  
Q.3. (B) State two types of Leadership [07]

**OR**

- Q. 3 (A) Motivation is a continuous process. Discuss [07]  
(B) Explain the process of Counseling [07]
- Q.4 (A) What is Leadership? Explain the qualities of good leader. [07]  
(B) Discuss the decisional role of Manager [07]
- OR**
- Q.4 Explain the process and functions of setting up Call centre in detail [14]
- Q.5. Write Short notes (**ANY TWO**) [14]  
[1] Nature and Scope of Management  
[2] Leadership skills of Manager  
[3] Maslow theory of Motivation.
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