



RAN - 1911000102010001

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F.Y.BCA (SEM-II) Examination

March / April - 2019

Organization Structure & Behaviour

Time: 3 Hours]

[Total Marks: 70

सूचना : / Instructions

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

Name of the Examination:

F.Y.BCA (SEM-II)

Name of the Subject :

Organization Structure & Behaviour

Subject Code No.: **1911000102010001**

Seat No.:

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Student's Signature

Q-1 Describe the following terms. (Any Seven)

14

1. Organization behaviour.
2. Outsourcing.
3. Democratic leadership.
4. Positive & Negative motivation.
5. Human skills
6. Management
7. Attitude.
8. Information role.

Q-2 Answer the following questions in detail. (Any two)

14

1. Why it is compulsory for every manger to study the subject of Organisation behavior?
2. Explain various building block responsible for attitude formation.
3. Explain different function management in detail.

- Q-3** **Answer the following questions in detail. (Any two)** **14**
1. Define leadership. Explain qualities of Mahatma Gandhi as a good leader.
 2. Explain the different skills of manager.
 3. Explain different characteristics of attitude in detail.
- Q-4** **Answer the following questions in detail. (Any two)** **14**
1. How motivation is important to organization.
 2. Discuss various benefits of outsourcing
 - 3 Explain different style of leadership in detail.
 - 4 Explain different service areas offered by B.P.O.’
- Q.5** **Write Short Note (Any two)** **14**
1. Scope of management
 2. Call centre setup process.
 3. Different structure of organization.
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