



P-3717-R

First Year B. C. A. (Sem. II) Examination

March / April – 2014

Organisation Structure & Behaviour

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

<p>નીચે દર્શાવેલ નિશાનીવાળી વિગતો ઉત્તરવહી પર અવશ્ય લખવી. Fillup strictly the details of signs on your answer book.</p> <p>Name of the Examination : <div style="border: 1px solid black; padding: 2px; display: inline-block;">F. Y. B. C. A. (SEM. 2)</div></p> <p>Name of the Subject : <div style="border: 1px solid black; padding: 2px; display: inline-block;">ORGANISATION STRUCTURE & BEHAVIOUR</div></p> <p>Subject Code No. : <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 0 5px;">3</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 0 5px;">7</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 0 5px;">1</div> <div style="border: 1px solid black; padding: 2px; display: inline-block; margin: 0 5px;">7</div> Section No. (1, 2,.....) : <div style="border: 1px solid black; padding: 2px; display: inline-block;">Nil</div></p>	<p>Seat No. : <div style="display: flex; justify-content: space-around; width: 100px;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div> </p> <div style="border: 1px solid black; border-radius: 10px; height: 80px; margin-top: 10px; display: flex; align-items: center; justify-content: center;"> <p>Student's Signature</p> </div>
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(2) Question 1 is compulsory.

(3) Figures to the right indicate marks of the question.

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| 1 Answer the following questions in brief. | (14) |
| 1. What do you understand by Management? | |
| 2. Explain informational role of manager | |
| 3. State any four characteristics of attitude | |
| 4. What is 'need for achievement' in motivation. | |
| 5. What is normative commitment? | |
| 6. What is physiological need? | |
| 7. Define B.P.O. | |
| OR | |
| 2 (a) Explain factors affecting attitude. | (7) |
| (b) Discuss the importance of motivation. | (7) |
| OR | |
| 2 What are the various roles played by a Manager in organization?
Explain in detail with examples. | (14) |
| 3 (a) Explain any two managerial skills. (7) | |
| (b) Discuss any two styles of leadership. (7) | |
| OR | |
| 3 Do you think attitude can be improved? Support your answer with example. | (14) |

- 4 (a) What is motivation? Explain any one theory on motivation. (7)
(b) Discuss the human skills of a leader. (7)
- OR**
- 4 Discuss the leadership qualities of the man of the millennium
"Mahatma Gandhi" (14)
- 5 Write Short Note (**Any two**) (14)
1. Structure of Organisation.
2. Benefits of Motivation
3. Call Centre.
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