



**RB-3717**

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

**March / April - 2017**

**Organisation Structure & Behavior**

Time : 3 Hours]

[Total Marks : 70

**Instruction :**

નીચે દર્શાવેલ નિશાનીવાળી વિગતો ઉત્તરવહી પર અવશ્ય લખવી. Fillup strictly the details of signs on your answer book.		Seat No. :	
Name of the Examination :		<input type="text"/>	
First Year B. C. A. (Sem. II)		<input type="text"/>	
Name of the Subject :		<input type="text"/>	
Organisation Structure & Behavior		<input type="text"/>	
Subject Code No. : 3 7 1 7		Section No. (1, 2,...): Nil	
		Student's Signature	

1 Answer the following questions : (any seven) 14

- (1) Define the term Management.
- (2) State any two characteristics of Attitude.
- (3) Explain informational role of manager.
- (4) Define Leadership.
- (5) What are the technical skills and Personal Skills?
- (6) Explain different types of motivation.
- (7) Define Organization Behaviour.
- (8) What is out sourcing ?

2 (a) Why it is compulsory for every manager to study the subject of Organization Behaviour ? 10

(b) List down the scope of management. 4

**OR**

(b) How can a manager be effectively utilized in organization by his various roles ? 4

.

- 3** (a) Define leadership. Explain qualities of any one leader of your choice. **10**  
(b) Explain importance of motivation. **4**
- OR**
- (b) Explain the different skills of manager. **4**
- 4** (a) Mr. Krunal Patel wants to start up a call centre. **10**  
As a consultant you are required to explain each and every step in detail for setting up a call centre.
- (b) Discuss various benefit of outsourcing. **4**
- OR**
- (b) Explain various roles of management. **4**
- 5** Write short notes : (any **two**) **14**  
(1) B.P.O.  
(2) Structures of Organization  
(3) Characteristics of Attitude.
-