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RF-1828
First Year B. C. A. Examination
April / May – 2010
Organization Structure & Behaviour
(Old Course)

Time : Hours]

[Total Marks : 70

Instructions :

(1)

<p>नीचे दृष्टावेक निशानीवाणी विगतो उत्तरवही पर अवश्य कभवी. Fillup strictly the details of signs on your answer book.</p> <p>Name of the Examination : F. Y. B. C. A.</p> <p>Name of the Subject : ORGANIZATION STRUCTURE & BEHAVIOUR (OLD)</p> <p>Subject Code No. : 1 8 2 8 Section No. (1, 2,.....) : NIL</p>	<p>Seat No. : [][][][][][][]</p> <p style="text-align: center;">Student's Signature</p>
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- (2) Answer any five of the following questions.
(3) All questions carry equal marks.

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| 1 | Answer the following. Be brief and to the point. | 14 |
| | (a) Define Leadership. | |
| | (b) What is Call Center? | |
| | (c) Explain Job Enrichment. | |
| | (d) Decisional role of manager. | |
| | (e) Explain Quality of Work Life. | |
| | (f) Define the term Management. | |
| | (g) What is outsourcing? | |
| 2 | (a) Describe different functions of Management. | 7 |
| | (b) Discuss the scope of Management. | 7 |
| 3 | (a) Describe the following : | 7 |
| | (i) Conceptual Skills of Manager | |
| | (ii) Informational Role of manager | |
| | (iii) Personal skills of leaders. | |
| | (b) Define Attitude. Discuss the functions of 'Attitude'. | 7 |

- 4 (a) Define Motivation. Describe the nature and characteristic of Motivation. 7
 (b) Describe the process of counseling. 7
- 5 (a) Explain different leadership styles. 7
 (b) What is BPO? What services are being offered by BPO's? 7
- 6 Write short notes on any two : 14
 (a) Need for counseling
 (b) Cell Centre Set-Up and Functions
 (c) Characteristics of Leadership
 (d) Outsourcing
- 7 Read carefully the following case and answer the questions following it. 14

Case :

LITTLE THINGS MAKE A BIG DIFFERENCE

There was a man taking a morning walk at the beach. He saw that along with the morning tide came hundreds of starfish and when the tide receded, they were left behind and with the morning sun rays, they would die. The tide was fresh and the starfish were alive. The man took a few steps, picked one and threw it into the water. He did that repeatedly. Right behind him there was another person who couldn't understand "what this man was doing? He caught up with him and asked, "what are you doing?" There are hundreds of starfish. How many can you help? What difference does it make?" this man did not reply, took two more steps, picked up another one, threw it into the water, and said, "it makes a difference to this one."

Questions :

- (i) "Attitude determines meaning" - Amplify the statement with the help of above case.
- (ii) Why was the man throwing starfishes in the sea motivated positively?