



SB-1422

First Year B. C. A. (Sem. II) Examination
March / April – 2011
Paper - 202 : Organization Structure &
Behavior at B. C. A.

Time : 3 Hours]

[Total Marks : 70

Instructions :

(1)

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"/>
<input type="text" value="F. Y. B. C. A. (Sem. 2)"/>	<input type="text"/>
Name of the Subject :	<input type="text"/>
<input type="text" value="P. - 202 : Organi. Structure & Behavior at B. C. A."/>	<input type="text"/>
Subject Code No. : <input type="text" value="1"/> <input type="text" value="4"/> <input type="text" value="2"/> <input type="text" value="2"/>	<input type="text" value="Student's Signature"/>
Section No. (1, 2,...): <input type="text" value="Nil"/>	

(2) Attempt any 5 questions.

- 1 Answer the following : 14
- What is Organization Structure ?
 - Define attitude.
 - What is B.P.O. ?
 - What is Interpersonal Role of Manager ?
 - Motivation is unending process. - Justify the statement.
 - What is human skill of leadership ?
 - Discuss free rein style of leadership.
- 2 (a) Explain feature of organization. 7
- (b) Explain scope of 'Management'. 7
- 3 (a) What are the different levels of 'management' ? 7
Explain any one of them.
- (b) Explain importance and benefits of motivation. 7
- 4 (a) Write important characteristics of effective leadership. 7
- (b) Distinguish between directive and non-directive 7
counseling.

- 5 (a) Discuss the carrot and stick approach of motivation. 7
(b) Define counseling. Explain problem area to be address by counseling. 7
- 6 Write short notes : (any two) 14
(a) Mission, Vision and Goal
(b) Functions of attitude
(c) Need of counseling
(d) What is outsourcing ?
- 7 Mr. Sengupta, has recently retired after a long service of 37 years. He intend to start up a call center. As an advisor to Mr. Sengupta, suggest the requirements and formalities pertaining to call center set up. 14
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