



K-3717

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

October/November – 2012

Organisation Structure & Behaviour

Time : Hours]

[Total Marks :

Instructions :

(1)

नीचे दृशावेक निशानीवाणी विगतो उत्तरवडी पर अवश्य कपवी. Fillup strictly the details of signs on your answer book.	Seat No. :
Name of the Examination :	<input type="text"/>
F. Y. B. C. A. (SEM. 2) (ATKT & CBCS)	<input type="text"/>
Name of the Subject :	<input type="text"/>
ORGANISATION STRUCTURE & BEHAVIOUR	<input type="text"/>
Subject Code No. : <input type="text"/> 3 <input type="text"/> 7 <input type="text"/> 1 <input type="text"/> 7	Section No. (1, 2,.....): <input type="text"/> Nil
Student's Signature	

- (2) Figures to the right indicate marks of the question.
(3) All questions have equal marks.

- 1 Answer in short : 14
- (a) What is organisation structure ?
(b) Define attitude.
(c) What is B.P.O.
(d) Explain inter personal role of a manager.
(e) Discuss free rein style of leadership.
(f) What are the qualities of an effective counsellor.
(g) Explain ability and role perception.

- 2 (a) Explain features of organisation. 7
(b) Discuss power-oriented approach of leadership. 7

OR

- 2 (a) Discuss the different levels of management. 7
(b) Discuss Maslow theory of motivation. 7

- 3 (a) Distinguish between directive and non-directive counselling. 7
(b) Differentiate between management and leadership. 7

OR

- 3 (a) Define counselling. Explain the process of counselling. 9
(b) Discuss the carrot and stick approach of motivation. 7
- 4 Write short notes : (any two) 14
(a) Mission, vision and goal
(b) Need for counseling
(c) Functions of a call centre.
- 5 Case Study : 14
Deepak has recently completed his MBA from IIM Bangalore. He got good offers from various organisations, but refused them all. He decided to start his own B.P.O. As an adviser to Deepak, what will be your suggestion.
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