

2111000306030053
EXAMINATION OCTOBER 2024 (ATKT EXAM)
BACHELOR OF SCIENCE (COMPUTER.SCIENCE.)
607-2-GE: ORGANIZATION STRUCTURE & BEHAVIOR -
LEVEL 3

[Time: As Per Schedule]

[Max. Marks: 50]

Instructions:

1. **Fill up strictly the following details on your answer book**
 - a. Name of the Examination: **BACHELOR OF SCIENCE (COMPUTER.SCIENCE.)**
 - b. Name of the Subject: **607-2-GE: ORGANIZATION STRUCTURE & BEHAVIOR - LEVEL**
 - c. Subject Code No: **2111000306030053**
2. Sketch neat and labelled diagram wherever necessary.
3. Figures to the right indicate full marks of the question.
4. All questions are compulsory.

Seat No:

--	--	--	--	--	--

Student's Signature

Q.1 Answer the following:

14

- 1) What is difference between management and manager?
- 2) Define organization behaviour.
- 3) What is IVR?
- 4) "Motivation is internal feeling" justify your answer.
- 5) List components of motivation.
- 6) Define call centre.
- 7) List service area offered by BPO

Q.2 Answer the following.

12

- 1) Explain the functions of middle level management.
- 2) Discuss some essential qualities of manager.

OR

- 1) Explain importance of management.
- 2) Discuss types of motivation.

Q.3 Answer the following.

12

- 1) Write a short note on building attitude.
- 2) Explain Human skill and personal skill of leader

OR

- 1) Write a short note on services offers by inbound call centre.
- 2) Describe informational role and decisional role of manager.

Q.4 Answer the following. (Any two)

12

- 1) Describe autocratic and free rein leadership.
- 2) Discuss various types of call centres.
- 3) What are the benefits of outsourcing?
