


RAN-2411000902040002

First Year Bachelor of Computer Applications (Sem. - II) Examination September - 2025
MDC-202-02 : Organization Structure and Behaviour

Time: 2 Hours]
[Total Marks: 50
સૂચના : / Instructions

- (1) ઉપરોક્ત દર્શાવેલ વિગતો ઉત્તરવહી પર અવશ્ય લખવી.
 Fill up strictly the above details on your answer book.

Seat No.:

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Student's Signature

Q. 1. Solve the following MCQ (Any 5)
(05)

- Which of the following factors affect organizational behaviour?
 - Technology
 - People
 - Environment
 - All of the above
- A manager consulted with all his workers on a matter and listened to their opinion. Which form of leadership is this?
 - Autocratic
 - Democratic
 - Free-rein
 - None of above
- People perform better in their jobs when they are given supportive feedback, this comes under _____
 - Need for achievements
 - Need for power
 - Need for affiliation
 - None of above
- Motivation based on force or fear is called
 - Extrinsic motivation
 - Intrinsic motivation
 - Positive motivation
 - Negative motivation
- What are the three components of attitude?
 - Affective, Cognitive and Behavioral.
 - Emotional, Physical and Cognitive.
 - Positive, Negative and Neutral.
 - None of above
- _____ is a business practice in which a company hires another company or individual to perform task
 - Subcontracting
 - Outsourcing
 - Consulting
 - Manufacturing
- Which of the following is a factor that can influence attitude formation?
 - Age
 - Height
 - Experience
 - None of above

Q. 1. B. Answer the following in brief, (One line /One word)
(05)

- What is management
- List out various factors responsible in Attitude formation.
- What is motivation?
- What is BPO?
- List Functions of leader

- Q. 2. A. Answer the following** (10)
1. Write a short note on Managerial Skills
 2. Define Attitude, write a short note on Characteristic of Attitude
- OR**
1. Write a short note on Manager's role.
 2. Write a short note on Attitude
- Q. 2. B. Answer the following** (06)
1. Write a short note on organisational structure
 2. Explain Attitudes are learnt
- OR**
1. Write a short note on scope of management
 2. Explain attitude is a positive or negative evaluation of an Object.
- Q. 3. A. Answer the following** (10)
1. Write a short note on Importance of Motivation.
 2. Write a short note on Autocratic or Authoritarian Leadership Style.
- OR**
1. Explain benefits of motivation
 2. Write a short note on Democratic or Participative Leadership Style
- Q. 3. B. Answer the following** (06)
1. What is motivation? Also explain its types.
 2. Write a short note on Leadership Skills
- OR**
1. What are Characteristics of Motivation? Explain in detail
 2. Write a short note on characteristics of leadership.
- Q. 4. A. Answer the following** (05)
1. What is BPO? How does BPO works?
- OR**
1. What is outsourcing? What are the advantages & disadvantages of outsourcing?
- Q. 4. B. Answer the following** (03)
1. Write a short note on how call center works.
- OR**
1. What are the services offered by BPO?
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