



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)

नीचे दशांशके निशानीवाणी विगतो उत्तरवडी पर अवश्य लपवी. Fillup strictly the details of signs on your answer book.	Seat No. : □ □ □ □ □ □
Name of the Examination : F. Y. B. C. A. (Sem. 2)	Student's Signature
Name of the Subject : P. - 202 : Organi. Structure & Behavior at B. C. A.	
Subject Code No. : 1 4 2 2 Section No. (1, 2,...): Nil	

(2) Attempt any 5 questions.

- 1 Answer the following : 14
- (i) What is Organization Structure ?
 - (ii) Define attitude.
 - (iii) What is B.P.O. ?
 - (iv) What is Interpersonal Role of Manager ?
 - (v) Motivation is unending process. - Justify the statement.
 - (vi) What is human skill of leadership ?
 - (vii) 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.

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[Contd...

- 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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