

RAN-1215

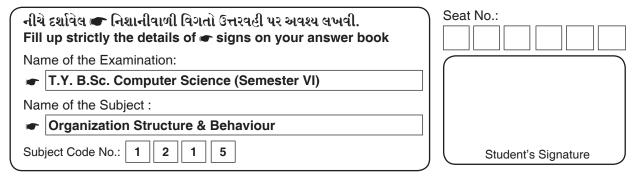
T.Y. B.Sc. Computer Science (Semester VI) Examination

March / April - 2019

Organization Structure & Behaviour

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Q. 1	Answer the following questions (Any Seven)	14	
1	What is organizational development?		
2	What is the relationship between attitude and behaviour?		
3	Define term "motivation".		
4	What is BPO?		
5	Describe two functions of attitude.		
6	List the decisional role of management.		
7	Give full form Of: IVR, ACD.		
8	What is leadership?		
Q. 2			
1	Explain importance of motivation.	06	
2	Explain functions of attitude.	06	
Or			
1	"Motivation is a continuous process." Explain.	06	
2	Discuss the quality of a good leader.	06	

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[P.T.O.]

Q. 3					
	1	Explain democratic styles of leadership in detail.	06		
	2	Write a note on Call Center.	06		
	Or				
	1	Explain leadership skills in detail.	06		
	2	What are the services offered by B.P.O?	06		
Q.4					
	1	Explain information role of a manager.	06		
	2	Discuss different managerial skills in detail.	06		
Or					
	1	Explain scope of management in detail.	06		
	2	Explain characteristics of attitude in details.	06		