

ADIKAVI NANNAYA UNIVERSITY, RAJAMAHENDRAVARAM

MCA-19202 II Semester

INFORMATION SYSTEM AND ORGANIZATION

BEHAVIOUR MODEL QUESTIONPAPER

Time:3Hrs

Max Marks: 75

**SECTION-A**

**Answer ALL Questions (4 x 15 = 60)**

1. (a) "Organisation Structure refers to the differentiation and integration of activities and authority, roles, and relationships." Explain.  
(or)  
(b) What are the essential features of a good organisation structure?
2. (a) Critically examine Herzberg's theory of Motivation. Make a comparison between theories of Herzberg and Maslow. Which of these theories do you prefer in Indian context? Give reasons.  
(or)  
(b) What are different barriers of communication? What steps can be taken to overcome these barriers?
3. (a) What is meant by Organisation Conflict? Explain its process.  
(or)  
(b) Explain determinants of OC.
4. (a) What are the characters and functions of MIS?  
(or)  
(b) What are the different types of computer based information system used in different functional areas of business by organisations?

**SECTION-B**

**Answer any FIVE Questions (5 x 3 = 15)**

5. (a) Matrix Organisation Structure  
(b) Organisation Chart  
(c) Management vs Leadership  
(d) Theory Y  
(e) Formal Groups vs Informal Groups  
(f) Conflict Management  
(g) Resources of Information System  
(h) Information System and its contribution to TQM