

MBA(C)III/11.15.0859

Reg.No.



C

**MBA(FT)/MBA(PT) DEGREE III SEMESTER EXAMINATION  
NOVEMBER 2015**

**SMS 2302/SMP 2303 ORGANIZATIONAL ANALYSIS AND PROCESSES**

*(Regular)*

Time : 3 Hours

Maximum Marks : 50

**PART A**  
(Answer *ALL* questions)

(5 × 2 = 10)

1. What do you mean by process approach in organizational effectiveness?
2. What is span of control?
3. Differentiate between Divisional and Matrix structures.
4. What is meant by value creation cycle?
5. Define organizational learning.

**PART B**  
(Answer *ANY FIVE* questions)

(5 × 4 = 20)

6. Give a brief note on differentiation, centralization and standardization.
7. Explain the core competencies in an effective organization.
8. How organizational culture can be transmitted?
9. Discuss the problems associated with the vertical dimension.
10. How do you manage transaction costs?
11. Discuss the importance of stakeholders in an organization.
12. Give an account of the views of Joan Woodward on the impact of organizational technology.

**PART C**  
(Answer *ANY TWO* questions)

(2 × 10 = 20)

13. Discuss ways and means to improve organizational effectiveness.
14. Suggest innovative ways to improve the quality of life of employees through conflict resolution.
15. Discuss the factors affecting organizational learning.