



MBA.F.3/09.04

**M.B.A. DEGREE (F.T) III SEMESTER EXAMINATION, NOVEMBER 2009**

**SMS 2304 ORGANISATIONAL ANALYSIS AND PROCESSES**

Time : 3 Hours

Maximum Marks : 50

(All questions carry EQUAL marks)

(5 x 10 = 50)

- I. A. State holders 'interests' is the most important determinant of organizational effectiveness. Substantiate the statement.  
**OR**  
B. Explain briefly various approaches to organizational effectiveness.
- II. A. Describe the technology and environment that suits mechanistic and organic structures.  
**OR**  
B. Explain how hierarchy and span of control contribute to the effective functioning of an organization.
- III. A. Discuss the strategies to create values and competencies among workers.  
**OR**  
B. Differentiate between functional level, business level and corporate level strategies, bringing out the structural implications of each.
- IV. A. How does conflicts occur? How conflicts can be solved?  
**OR**  
B. Explain citing examples different models of decision making.
- V. A. Explain the five – stage model of an organizational life cycle.  
**OR**  
B. What is meant by organizational learning? Discuss different strategies used for organizational learning.