

MBA .III/11.16.0692

Reg. No.



**MBA (FT)/MBA (PT) DEGREE III SEMESTER EXAMINATION  
NOVEMBER 2016**

**SMS 2302/SMP 2303 ORGANISATIONAL ANALYSIS AND PROCESSES  
(Regular and Supplementary)**

Time: 3 Hours

Maximum Marks: 50

**PART A**

(Answer *ALL* questions)

(5 × 2 = 10)

What do you mean by the following?

1. Vertical differentiation.
2. Transactional cost.
3. Organic structure.
4. Organisational learning.
5. Value creation cycle.

**PART B**

(Answer *ANY FIVE* questions)

(5 × 4 = 20)

Explain:

6. Essential features of horizontal and modular structures.
7. Strategies for promoting organisational learning.
8. Views of Joan Woodward on organisational culture.
9. Greiner's model of organisational growth.
10. Managing environment through structural contingency.
11. Outcomes of technological imperative.
12. Internal transmission of culture.

**PART C**

(Answer *ANY TWO* questions)

(2 × 10 = 20)

13. Explain various approaches towards organisational effectiveness.
14. Discuss the building blocks of organisational structure.
15. Explain the factors leading to organisational conflicts. Give an account of various strategies to resolve organisational conflicts.