Reg. No. : ☐☐☐☐☐☐☐☐☐☐☐☐☐

Z 3503

M.C.A. DEGREE EXAMINATION, MAY/JUNE 2008.

First Semester

MC 1603 — BUSINESS PROCESSES

(Regulation 2005)

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. Write down the contextual factors of an organization.

2. What is the use of Geographical dispersion?

3. Distinguish between organizational power and authority.

4. What do you mean by Environmental capacity?

5. List the characteristics of energy.

6. Classify the manifestation of energy (shakti).

7. What are the parameters needed to get an estimate for a value?

8. What are the key business process needed to reengineer in a news paper company?

9. Compare Disaggregation and Reaggregation.

10. List out the key principle of depended for success of operational excellence.

PART B — (5 × 16 = 80 marks)

11. (a) (i) Explain the three basic functions of Organizational structure. (8)

 (ii) List and explain the components of Organizational size. (8)

Or

 (b) Discuss the types of Business Organization. Illustrate with examples. (16)

12. (a) (i) What is Leadership? Explain the functions of Leadership. (8)

 (ii) Describe about the various components of Decision-making process. (8)

Or

 (b) (i) Explain the forms of inter-organizational relationships. (8)

 (ii) Explain the models of organizational effectiveness. (8)

13. (a) (i) Explain the 5-step methodology to implement Business Process Reengineering (BPR). (8)

 (ii) With an example, explain the use of Best fit Values. (8)

Or

 (b) List and explain the sequences of steps for design and implementation of reengineering in Newspaper publication. (16)

14. (a) (i) Explain the Kaizen learning cycle. (8)

 (ii) "Majority of the people working for enterprise may not necessarily be dissatisfied". Justify with valid reasons. (8)

Or

 (b) (i) What type of commitment and investment is needed, if we were to embark on a reengineering exercise? (8)

 (ii) How is Reengineering different from Restructuring? (8)

15. (a) (i) Explain the various rules of e-business. (8)

      (ii) Discuss the steps involved in e-business design. (8)

Or

  (b) (i) Explain the three phases of Customer Relationship Management (CRM). (8)

      (ii) Why is management willingly paying Millions for ERP suites? (8)

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