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Y 1504

M.C.A. DEGREE EXAMINATION, AUGUST/SEPTEMBER 2008.

First Semester

DMC 1603 — BUSINESS PROCESSES

Time : Three hours

Maximum : 100 marks

Answer ALL questions.

PART A — (10 × 2 = 20 marks)

1. List the importance of internal culture in an organization.
2. List the types of business organizations.
3. Differentiate between individual and organization.
4. Why organizations are needed?
5. What are the objectives of BRP?
6. What is a process and what are the characteristics of process?
7. What are the needs for reengineering?
8. What is meant by strategic value added process?
9. Define ERP.
10. What are the limitations of electronic commerce?

PART B — (5 × 16 = 80 marks)

11. (a) (i) Describe the organizations outcomes for the individuals and classes of individuals in detail. (8)
- (ii) Explain why understanding of complexity is important for the overall understanding of organizations. (8)

Or

- (b) (i) What are the outcomes from organization to society and community? Explain them in detail. (6)
- (ii) Explain different types of organization in detail. (10)
12. (a) (i) Briefly compare various organization effectiveness model. (8)
- (ii) Explain how the distribution of power influences decision making processes. (8)

Or

- (b) (i) Describe the impact of environment on the organization. (8)
- (ii) Explain horizontal and vertical communication in detail. (8)
13. (a) (i) Describe the steps involved in implementing business process reengineering. (10)
- (ii) Why organization shifted from functional focus to process focus? (6)

Or

- (b) (i) Discuss the key principles of business reengineering process in detail. (8)
- (ii) What are the major resource constraints in a typical international hospital before adapting reengineering concepts and what are the benefits achieved after adapting reengineering concepts? (8)

14. (a) (i) Describe the role of information technology in reengineering concepts. (6)
- (ii) What are the issues involved in managing change in the global environment? Explain in detail. (10)

Or

- (b) (i) Briefly discuss the need for reengineering process. (8)
- (ii) "As information evolves into knowledge, it becomes a source of energy" – Justify this statement. (8)
15. (a) (i) Explain the e-business application architecture in detail with the help of a neat diagram. (8)
- (ii) Describe how technology advancements and business changes affect e-business application development decisions. (8)

Or

- (b) Discuss the following :
- (i) Supply Chain Management. (8)
- (ii) Customer Relationship Management. (8)
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