

M.C.A. DEGREE EXAMINATIONS: DECEMBER 2009

First Semester

MCA503: BUSINESS PROCESSES

Time: Three Hours

Maximum Marks: 100

Answer ALL the Questions:-

PART A (10 x 2 = 20 Marks)

1. Name some applications of computer science which enable an organization to improve its performance.
2. Define Horizontal Differentiation.
3. Hint on confliction organization.
4. State on organizational life cycle.
5. What is Reengineering?
6. What is change management?
7. What is Information technology?
8. Write any two characteristics of energy.
9. Define EDI.
10. Distinguish between e-Business and e-Commerce.

PART B (5 x 16 = 80 Marks)

11. (a) (i) What are the three levels of management? Explain. (8)
- (ii) What will be the future trends and issues in management? (8)

(OR)

- (b) Explain the elements of complexity of an organization structure and how they vary with each other.

12. (a) Define the term "Leadership". Describe leadership as an influence process using the three types of influence patterns.

(OR)

- (b) How organizational structures influence information technology? Explain its challenges and opportunities?

13. (a) What is BPR? How will you carryout BPR to an organization? Explain with an example.

(OR)

(b) What are strategic decisions? Explain with an organization.

14. (a) Explain role of BPR in Information Technology form a managerial perspective & technical perspective.

(OR)

(b) Explain BPR and steps involved in BPR.

15. (a) Explain the various phases in EPR implementation with an example.

(OR)

(b) (i) What are the 10 rules of e-business?

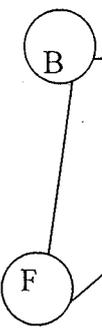
(ii) What is SCM? List the various elements of SCM.

(10)

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