

UNIVERSITI SAINS MALAYSIA
Master of Business Administration

First Semester Examination
Academic Session 1995/96

October/November 1995

AGW601 - ORGANIZATIONAL ANALYSIS AND DESIGN

Time : [3 Hours]

INSTRUCTION :

Please make sure that this examination paper consists of **TWO (2)** printed pages before you begin.

Answer **ALL** questions.

1. Why do organizations insist on having structures?
[10 marks]

2. What is "Demand Characteristics" and how does it contaminate theory building attempts?
[10 marks]

3. Describe briefly the characteristics of organisations developed by the believers of the irrationality of human nature.
[10 marks]

4. According to Joan Woodward on which functions do unit, mass, and process technologies depend for their survival?
[10 marks]

5. In Perrow's Theory of Technology Typology, how is non-routine technology (R & D) different from routine technology (assembly line)?
[10 marks]

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6. In input - conversion - output model, how do we know if conversion has taken place. [10 marks]
7. Explain the main attributes of the external environment. [10 marks]
8. What are some of the differences between contingency approaches of environment-structure relationship as proposed by Burns/Stalker and Lawrence/Lorsch? [10 marks]
9. Why is participation in decision making is, not a very effective tool for change? [10 marks]
10. Describe any five criteria of organizational effectiveness. [10 marks]

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