

UNIVERSITI SAINS MALAYSIA

Final Examination  
Semester I, Academic Session 94/95

October/November 1994

AGW 601 - ORGANIZATION ANALYSIS & DESIGN

Time: [ 3 hours ]

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Instructions

Please make sure that this paper consists of TWO printed pages before you begin.

Answer ALL questions. In answering the questions, be precise and specific.

Q1. What are some of the basic differences between the theories under Social System and Rational System Models?

[15 marks]

Q2. Briefly describe the Strategic Choice Theory of organization-environment relationship. What mechanisms do organizations use to cope with the uncertainty of environment according to this theory?

[15 marks]

Q3. Briefly describe any five indices of organizational effectiveness. Identify at least one unit of measurement for each one of them.

[10 marks]

Q4. Why is it necessary for managers/organizations to be sensitive to changes in both immediate and distant environments?

[10 marks]

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Q5. What are the basic differences between the theories of Burns and Stalker, and Lawrence and Lorsch?

[10 marks]

Q6. How does BENNE'S theory of T-Group facilitate effective change process?

[10 marks]

Q7. Briefly describe any five Key Result Areas (KRA) for establishing organizational goals.

[10 marks]

Q8. Write short notes on ALL of the following.

- (a) Industry Niche.
- (b) Red tape.
- (c) Greiner's Five-Phase Growth Model.
- (d) Stages in Organization Development Programme.

[20 marks]

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