



PART B — (5 × 16 = 80 marks)

11. (a) Describe the effects of globalization on the economy and on organizations.

Or

- (b) How has a focus on core competencies changed the ways in which organizations are structured and managed?

12. (a) Discuss the steps in the rational decision-making model.

Or

- (b) What can managers do to improve their decision making and explain the tools used for decision making?

13. (a) What is departmentation? In what ways can management departmentalize? Explain the pros and cons of each type of departmentation.

Or

- (b) Elaborate the various key elements of organization structure.

14. (a) Explain the significance of the staffing process. List the steps in staffing process.

Or

- (b) Discuss Maslow's hierarchy of needs and compare this theory with 2 factor theory.

15. (a) Discuss the diagnostic control systems and budgetary systems.

Or

- (b) Discuss the Boundary Control Systems and Interactive Control Systems.