Assignment 5
The due date for submitting this assignment has passed. As per our records you have not submitted this assignment.

1) A Business Process Organization (BPO), which is primarily designed to handle customer queries has a 1 point
- Matrix design
- Divisional structure
- Functional structure
- Process based design
Is the answer incorrect? Score 0
Accepted Answer: Process based design

2) Very large companies in IT sector are a combination of 1 point
- Divisional structure and Functional Structure
- Divisional structure and Process Structure
- Functional structure and Matrix Structure
- Functional structure and Process Structure
Is the answer incorrect? Score 0
Accepted Answer: Divisional structure and Process Structure

3) One advantage of Network organization is that 1 point
- It can be run online as well as offline
- It is customer focused
- The business can be build up or scaled up quickly
- It is better prepared to address varied demands from suppliers
Is the answer incorrect? Score 0
Accepted Answer: The business can be build up or scaled up quickly

4) What is the correct process of downsizing 1 point
- First reduce man power and then identify areas of inefficiency
- First identify areas of inefficiency, remove them, then see if reduction in manpower is required
- First identify areas of inefficiency, then reduce man power
- First identify areas of inefficiency, remove them, then hire an external consultant for process redesign
Is the answer incorrect? Score 0
Accepted Answer: First identify areas of inefficiency, remove them, then see if reduction in manpower is required

5) Reengineering does not involve 1 point
- Breaking specialized units into more integrated units
- Involving more cross-functional processes
- Improvement in Performance Management System
- Making processes more faster and competitive
Is the answer incorrect? Score 0
Accepted Answer: Improvement in Performance Management System

6) Expressed values of an organization are 1 point
- Values that they practice in their day to day working
- Values that they do not want to follow
- Values stated by them as the ones they want to follow and to insinuate in their working
- Values that are monetary in nature
Is the answer incorrect? Score 0
Accepted Answer: Values stated by them as the ones they want to follow and to insinuate in their working

7) In some organizations, casual wear is permitted on select days. This is an example of Norm. From this example what can be said about norm? 1 point
- Norms are casual in nature
- Norms are agreed and acceptable behavioural practices in an organization
- Norms are written down policies
- Norms are interwoven agreement between two friends
Is the answer incorrect? Score 0
Accepted Answer: Norms are agreed and acceptable behavioural practices in an organization

8) Adhocracy culture is characterized by 1 point
- Everyone is free to do whatever they want
- Strong centralized culture
- More innovation, adaptability and quick response to market
- Inward looking focus
Is the answer incorrect? Score 0
Accepted Answer: More innovation, adaptability and quick response to market

9) A fragmented culture is the one in which 1 point
- Culture in different teams, or different departments is different
- Culture is strong at top level but not strong at bottom level
- When the culture is not strong enough
- When there is disunity among organization members
Is the answer incorrect? Score 0
Accepted Answer: Culture in different teams, or different departments is different

10) More than 63% of Mergers and Acquisitions do not succeed. The over-riding reason is 1 point
- Financial due diligence was not done
- Strategic due diligence was not done
- Cultural Incompatibility of the two organizations
- Egos issues in top management
Is the answer incorrect? Score 0
Accepted Answer: Cultural Incompatibility of the two organizations