

Punjab Technical University

B.Tech. – Computer Science & Engineering (Sem. – 7th)

Organisational Structure

Subject Code: CS-410

Q:-1) What is the concept of Organisation? (May 2013)

Ans:-1) **Organization**

A social unit of people that is structured and managed to meet a need or to pursue collective goals. All organizations have a management structure that determines relationships between the different activities and the members, and subdivides and assigns roles, responsibilities, and authority to carry out different tasks. Organizations are open systems--they affect and are affected by their environment.

Q:-2) What is span of control? (May 2013)

Ans:-2) **Span of Control**

The number of subordinates that a manager or supervisor can directly control. This number varies with the type of work: complex, variable work reduces it to six, whereas routine, fixed work increases it to twenty or more.

Q:-3) Define Perception? (May 2013)

Ans:-3) Perception

The process by which people translate sensory impressions into a coherent and unified view of the world around them. Though necessarily based on incomplete and unverified (or unreliable) information, perception is equated with reality for most practical purposes and guides human behavior in general.

Q:-4) What is Organization Structure? (May 2013)

Ans:-4) Organizational Structure :- the hierarchical arrangement of lines of authority, communications, rights and duties of an organization. Organizational structure determines how the roles, power and responsibilities are assigned, controlled, and coordinated, and how information flows between the different levels of management.

A structure depends on the organization's objectives and strategy. In a centralized structure, the top layer of management has most of the decision making power and has tight control over departments and divisions. In a decentralized structure, the decision making power is distributed and the departments and divisions may have different degrees of independence. A company such as Proctor & Gamble that sells multiple products may organize their structure so that groups are divided according to each product and depending on geographical area as well.

Q:-5) Define Virtual Organization? (May 2013)

Ans:-5) A **virtual organization** or company is one whose members are geographically apart, usually working by computer e-mail and groupware while appearing to others to be a single, unified organization with a real physical location.

Q:-6) What is a Flat Organization Structure? (May 2013)

Ans:-6) Flat Organization

An organizational structure in which most middle-management levels and their functions have been eliminated, thus bringing the top management in direct contact with the frontline salespeople, shop floor employees, and customers.

Despite their breadth, flat organizations can benefit from most of the advantages enjoyed by small companies, such as faster response time to changing conditions and customer preferences.

Q:-7) Define Team. (May 2013)

Ans:-7) TEAM

A group of people with a full set of complementary skills required to complete a task, job, or project.

Team members

- (1) Operate with a high degree of interdependence,
- (2) share authority and responsibility for self-management,
- (3) are accountable for the collective performance, and
- (4) Work toward a common goal and shared rewards(s).

A team becomes more than just a collection of people when a strong sense of mutual commitment creates synergy, thus generating performance greater than the sum of the performance of its individual members.

Q:-8) Differentiate b/w Formal and Informal Organization. (Dec. 2012)

Ans:-8) Formal Organisation is formed when two or more persons come together. They have a common objective or goal. They are willing to work together to achieve this similar objective.

Formal Organisation has its own rules and regulation. These rules must be followed by the members (employees and managers). A formal organisation has a system of co-ordination. It also has a system of authority. It has a clear superior-subordinate relationship. In a formal organisation, the objectives are specific and well-defined. All the members are given specific duties and responsibilities. Examples of formal organisation are:- a company, a school, a college, a bank, etc.

Informal Organisation exists within the formal organisation. An informal organisation is a network of personal and social relationships. People working in a formal organisation meet and interact regularly. They work, travel, and eat together. Therefore, they become good friends and companions. There are many groups of friends in a formal organisation. These groups are called informal organisation.

An informal organisation does not have its own rules and regulation. It has no system of co-ordination and authority. It doesn't have any superior-subordinate relationship nor any specific and well-defined objectives. Here in informal organisation, communication is done through the grapevine.

Q:-9) Define Organizational Behavior. (Dec. 2012)

Ans:-9) Organizational Behavior

Actions and attitudes of individuals and groups toward one another and toward the organization as a whole, and its effect on the organization's functioning and performance.

Q:-10) Define Total Quality Management. (Dec. 2011)

Ans:-10) 'Total Quality Management - TQM'

The continuous process of reducing or eliminating errors in manufacturing, streamlining supply chain management, improving the customer experience and ensuring that employees are up-to-speed with their training. Total

quality management aims to hold all parties involved in the production process as accountable for the overall quality of the final product or service.

Q:-11) Define Chain of command. (Dec. 2011)

Ans:-11) Chain of Command

The order in which authority and power in an organization is wielded and delegated from top management to every employee at every level of the organization. Instructions flow downward along the chain of command and accountability flows upward.

Q:-12) Define Departmentalization. (Dec. 2010)

Ans:-12) Departmentalization

The order in which authority and power in an organization is wielded and delegated from top management to every employee at every level of the organization. Instructions flow downward along the chain of command and accountability flows upward.

Q:-13) Define Centralization. (Dec. 2010)

Ans:-13) Centralization

1. The concentration of management and decision-making power at the top of an organization's hierarchy.
2. The location of all or most main departments and managers at one facility.

Q:-14) Define Delegation. (Dec. 2010)

Ans:-14) Delegation is the partnership of authority and responsibility to another person (normally from a manager to a subordinate) to carry out specific activities. It is one of the core concepts of management leadership. However, the person who delegated the work remains accountable for the outcome of the delegated work. Delegation empowers a subordinate to make decisions, i.e. it is a shift of decision-making authority from one organizational level to a lower one.

Q:-15) Define SWOT Analysis. (Dec. 2010)

Ans:-15) SWOT Analysis

A tool that identifies the strengths, weaknesses, opportunities and threats of an organization. Specifically, SWOT is a basic, straightforward model that assesses what an organization can and cannot do as well as its potential opportunities and threats. The method of SWOT analysis is to take the information from an environmental analysis and separate it into internal (strengths and weaknesses) and external issues (opportunities and threats). Once this is completed, SWOT analysis determines what may assist the firm in accomplishing its objectives, and what obstacles must be overcome or minimized to achieve desired results.

Q:-16) Define Organization culture. (Dec. 2009)

Ans:-16) Organizational Culture

The values and behaviors that contribute to the unique social and psychological environment of an organization.

- the ways the organization conducts its business, treats its employees, customers, and the wider community,
- the extent to which freedom is allowed in decision making, developing new ideas, and personal expression,
- how power and information flow through its hierarchy, and
- how committed employees are towards collective objectives.

It affects the organization's productivity and performance, and provides guidelines on customer care and service, product quality and safety, attendance and punctuality, and concern for the environment. It also extends to production-methods, marketing and advertising practices, and to new product creation. Organizational culture is unique for every organization and one of the hardest things to change.

Q:-17) Define Group Dynamics. (Dec. 2009)

Ans:-17) Group dynamics refers to a system of behaviors and psychological processes occurring within a social group (*intragroup* dynamics), or between social groups (*intergroup* dynamics). The study of group dynamics can be useful in understanding decision-making behavior, tracking the spread of

diseases in society, creating effective therapy techniques, and following the emergence and popularity of new ideas and technologies.

Q:-18) Define Managerial Grid. (Dec. 2009)

Ans:-18) Managerial Grid

A graphical plot of a leader's assessment of the importance of a task versus the importance of employees, which can be used to determine leadership style. For example, a leader that ranks people equal to tasks in terms of importance might be a good leader for a team, while one that ranks tasks much higher than people might be too authoritarian for an informal business environment.

Q:-19) Define Matrix form of Organization. (May 2009)

Ans:-19) Matrix Organization

An organizational structure that facilitates the horizontal flow of skills and information. It is used mainly in the management of large projects or product development processes, drawing employees from different functional disciplines for assignment to a team without removing them from their respective positions.

Employees in a matrix organization report on day-to-day performance to the project or product manager whose authority flows sideways (horizontally) across departmental boundaries. They also continue to report on their

overall performance to the head of their department whose authority flows downwards (vertically) within his or her department. In addition to a multiple command and control structure, a matrix organization necessitates new support mechanisms, organizational culture, and behavior patterns. Developed at the US National Aeronautics & Space Administration (NASA) in association with its suppliers, this structure gets its name from its resemblance to a table (matrix) where every element is included in a row as well as a column.

Q:-20) Strategic Business Units. (May 2009)

Ans:-20) Strategic Business Unit (SBU)

An autonomous division or organizational unit, small enough to be flexible and large enough to exercise control over most of the factors affecting its long-term performance.

Because strategic business units are more agile (and usually have independent missions and objectives), they allow the owning conglomerate to respond quickly to changing economic or market situations.

Q:-21) Define Entropy. (Dec. 2008)

Ans:-21) Entropy

In simple terms, the measure of the level of disorder in a closed but changing system, a system in which energy can only be transferred in one direction from an ordered state to a disordered state. Higher the entropy, higher the disorder and lower the availability of the system's energy to do useful work.

Q:-22) Write the meaning of Authority. (Dec. 2008)

Ans:-22) Authority

Institutionalized and legal power inherent in a particular job, function, or position that is meant to enable its holder to successfully carry out his or her responsibilities.

