

THE OPEN UNIVERSITY OF SRI LANKA

B.Sc. in (Nursing) /B.Sc. (Natural Sciences) /B.Ed. DEGREE PROGRAMME

FINAL EXAMINATION- 2016/2017

MCU1108- MANAGING YOUR WORK AND PEOPLE



DURATION: TWO (02) HOURS

DATE: 10.08.2017

TIME: 9.30 a.m. – 11.30 a.m.

**INSTRUCTIONS**

- Answer any FOUR (04) questions
- All questions carry equal marks

01. a) What do you mean by management process? Discuss with the help of a diagram. (07 Marks)
- b) Why planning is important? What are the steps of planning function in management process? (08 Marks)
- c) Take any one of the Sri Lankan business organizations of your choice and discuss the types of plans used by each levels of management? (10 Marks)
02. a) What do you mean by managerial skills? Briefly explain the different types of skills and different levels of management of a selected a business organization. (07 Marks)
- b) Identify and discuss duties and responsibilities of managers at different levels in a business organization. (08 Marks)
- c) “Effective and Efficient decision making helps to achieve organizational objectives successfully.” Do you agree with this statement? Explain with example. (10 Marks)
03. Explain briefly the management approaches which have been developed up to date and implemented in business organizations. (25 Marks)

04. a) What do you mean by human resource management? (05 Marks)
- b) Briefly explain the stages of human resources planning. (10 Marks)
- c) Describe the methods of attracting people to organizations with suitable examples. (10 Marks)
05. "There is a close and continuous interaction between business and its environment".
- a) How would you categorize the environment of a business organization? (05 Marks)
- b) Discuss in what ways an organization interacts with and depends upon its environment. Your answer should include the major components of the organizational environment. Use an example in support of your answer. (20 Marks)
06. Write short notes on the following.
- (I) Social responsibility of managers.
  - (II) Classical Model of Decisions Making.
  - (III) Operations Management.
  - (IV) Managerial roles of an entrepreneur.
  - (V) Importance of culture in Organizations.
- (5 X 5 = 25 Marks)