

The Open University of Sri Lanka  
Faculty of Engineering Technology  
Department of Electrical & Computer Engineering



Study Programme	: Bachelor of Software Engineering Honors
Name of the Examination	: Final Examination
<b>Course Code and Title</b>	<b>: EEM5860/ECM5360 - Management and professional issues</b>
Academic Year	: 2019/2020
Date	: 6 <sup>th</sup> October 2020
Time	: 0930-1230hrs
Duration	: <b>3 hours</b>

1. Read all instructions carefully before answering the questions.
2. This question paper consists of **Eight (8)** questions in **Four (4)** pages.
3. Answer **only FIVE (05)** questions.
4. Each question carry equal marks.
5. Answer for each question should commence from a new page.
6. This is a Closed Book Test (**CBT**).
7. Answers should be in clear handwriting.
8. Do not use red color pen.

- Q1: a) Discuss the difference between a manager and a leader? Support your answer using examples. (06 Marks)
- b) Discuss advantages of teams. How do teams help employees to grow? (06 Marks)
- c) Explain the importance of 'feedback' for maintaining a motivational work environment. (08 Marks)

Q2: The most recent example we can provide for 'Managing Change' is the Covid-19 pandemic situation, where the 225 countries across the world make changes in people, economy, environment, and country's protocols.

- a) Explain the two ways in facing up to change. (06 Marks)
- b) Discuss the Organizational (and Managerial) power considering three alternative uses of it. (06 Marks)
- c) 'Conflict' is defined as a clash between individuals arising out of a difference in thought process, attitudes, understanding, interests, requirements and even sometimes perceptions.

Discuss how to avoid or prevent conflicts within an organization and between employees. (08 Marks)

- Q3: a) Define a Budget and explain different types of budgets. (06 Marks)
- b) Discuss the benefits of budgeting with examples. (06 Marks)
- c) Eco- political awareness and campaigns are prominent at during the pandemic situation in Sri Lanka.

Prepare a marketing budget for a social media channel for eco- political campaigns. State your assumptions. (08 Marks)

Q4: a) Explain the objective of the inventory control models and how inventory control models deal with constant demand and uncertain demand. (06 Marks)

b) The demand for a surgical mask is 16,000 per year. The fixed administrative cost of placing an order is Rs. 1,000. Cost per item is Rs. 10 and the stock holding cost is Rs. 2 per unit per year. Calculate,

1. Optimum order quantity
2. How often orders should be placed
3. Average yearly cost (09 Marks)

c) The demand for surgical masks is increased by 50% per year due to pandemic situation. Compare the average yearly running cost with the total yearly cost considering the increased demand. (05 Marks)

Q5: a) Briefly describe the purpose of 'Work Study' and its concerns. (05 Marks)

b) Describe how the national productivity improvement helps to upgrade the living standard of the people in the country. (05 Marks)

c) Explain how to improve the productivity at individual enterprise level considering factors affecting productivity taking examples. (10 Marks)

Q6: a) Explain the six steps in project lifecycle. (5 Marks)

b) Discuss the reasons for project failures and minor outcomes. (5 Marks)

c) Draw the network diagram using data given in the table below and find critical activities and project duration. (10 Marks)

Activity	Predecessor	Estimate time in weeks
Start	-	0
C	Start	6
B	Start	4
P	Start	3
A	C, B, P	7
U	P	4
T	A	2
R	A	3
N	U	6
End	T, R, N	0

- Q7: a) Briefly explain the main difference between discipline and grievance. (4 Marks)
- b) Explain the stages of a grievance procedure for an individual employee. (6 Marks)
- c) Briefly explain the term 'Collective Bargaining' and discuss its advantages for employers and employees. (10 Marks)

Q8: 'Job satisfaction is an attitude that individuals.'

- a) Describe the five key dimensions of job satisfaction. (5 Marks)
- b) Design and suggest an innovative organizational structure in a such a way that both employees and management can interact, co-create the organizational values, and improve its productivity.
- i) Draw the suggested organizational structure.
- ii) Define values, roles/responsibilities, and engagement of co-workers.
- iii) State your assumptions. (15 Marks)