

THE OPEN UNIVERSITY OF SRI LANKA  
DEPARTMENT OF SOCIAL STUDIES  
ADVANCED CERTIFICATE IN SOCIAL SCIENCES -- 2021/2022  
LEVEL 1- 2<sup>nd</sup> SEMESTER  
FINAL EXAMINATION  
DSC1813- INTRODUCTION TO MANAGEMENT



**Duration: 03 Hours**

**Date: 12<sup>th</sup> February 2023**

**Time: 9.30 am – 12.30 pm**

**INSTRUCTIONS:**

- The question paper consists of NINE (09) questions.
- Answer only FIVE (05) questions.
- Answers should be legibly written.
- Answer to each question should begin on a new page.

1. Peter Drucker has defined Management as doing the right thing in right way. Discuss the necessity of Management in contemporary business world with suitable examples.

**(20 Marks)**

2. Planning is a process of choosing appropriate organizational goals and courses of action to best achieve those goals.

a) Explain the importance of planning function in an organization.

**(10 Marks)**

b) Describe the types of Plans and steps in Planning Function.

**(10 Marks)**

**(Total 20 Marks)**

3. a) Explain Different theories/approaches of Employee Motivation.

**(10 Marks)**

b) Describe Maslow's hierarchy of needs theory with suitable examples.

**(10 Marks)**

**(Total 20 Marks)**

4. Organizing is a process of establishing task and authority relationships that allow people to work together to achieve organizational goals.
- a) Explain factors influencing the span of control of an organization. **(10 Marks)**
  - b) Explain different approaches of Departmentalization. **(10 Marks)**
- (Total 20 Marks)**
5. Leadership is the ability to influence people towards the attainment of organizational goals.
- a) Explain the functions of Leadership. **(10 Marks)**
  - b) Describe the different power sources to be an effective leader with suitable examples. **(10 marks)**
- (Total 20 Marks)**
6. Define Controlling function, emphasizing the control Process. **(20 Marks)**
7. Conflict is a disagreement among two or more individuals, groups or organizations. Explain levels of conflicts and causes of conflicts with suitable examples. **(20 Marks)**
8. Communication is the process of transmitting information from one person to another.
- a) Explain the communication Process. **(10 Marks)**
  - b) Discuss the barriers to effective communication. **(10 Marks)**
- (Total 20 Marks)**
9. Discuss how to create a positive work environment in an organization with suitable examples. **(20 Marks)**

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