

THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
HIGHER DIPLOMA IN YOUTH DEVELOPMENT - LEVEL 03
FINAL EXAMINATION – SEMESTER II - 2021/2022
DSD3306/SSD1106 - MANAGEMENT SKILLS
DURATION: TWO (02) HOURS ONLY



Date: 11/02/2023

Time: 09.30 a.m – 11.30 a.m

Instructions:

- This paper has nine (09) questions.
 - Answer any four (04) questions only.
 - Each answer carries twenty five (25) marks.
1. “According to Armstrong (1999), “Management is a decision-making process that is sub divided into four (04) individual processes”. Explain this statement using suitable examples.
 2. Assume that you are a Principal of a school. Examine your work as a principal referring to mechanical and dynamic roles of a manager.
 3. Describe **three (03)** critical management skills you have learned using suitable examples.
 4. You intend to plan a tree planting project in your area. Using the Arrow Diagram Method (ADM), plan out each activity and the time spent for each activity.
 5. Elaborate on **three (03)** qualities of a good manager. Use examples wherever necessary.
 6. Roshan is a new recruit to ABC Company. He is an enthusiastic person. But when he is asked to perform a task he avoids it and focuses on other things. Sometimes he watches movies and spends time with his friends during office time. Diagnose the problems faced by Roshan and suggest solutions.
 7. Discuss Lewin’s three stages model of change management.
 8. “Communication is the blood in the body of an organization”. Analyse this statement with reference to the importance of communication in management.
 9. Write short notes on **any four (04)** of the following.
 - a) NGOs
 - b) Management styles
 - c) Time management

- d) Critical path analysis
- e) Action Learning Cycle
- f) Five Ws in communication

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