



THE OPEN UNIVERSITY OF SRI LANKA
 FACULTY OF MANAGEMENT STUDIES
 COMMONWEALTH EXECUTIVE MASTER OF BUSINESS /PUBLIC
 ADMINISTRATION
 FINAL EXAMINATION - 2022/2023
 OSP9402/MSP9402/MCP 1602 - MANAGEMENT AND ORGANIZATIONS
 DURATION: THREE (03) HOURS

Date: 04.03.2023

Time: 9.30am - 12.30 pm

Answer any four (4) questions. All questions carry equal marks.

1. Today the corporate sector of Sri Lanka is severely impacted by the unprecedented economic and political crisis confronting the country since the onset of the Covid 19 pandemic. Organizations as well as individuals are equally challenged by the adverse consequences of this crisis.

Specify at least five such distinct management and organization-related challenges. What recommendations and solutions would you, as a management professional, propose to overcome such obstacles?

(25 Marks)

2. (a) Explain what you understand by the term "individual differences" in terms of "perception, attitude and personality". (10 Marks)
 (b) Discuss the applicability of the Myers-Briggs Type Indicator (MBTI) to identify the personality of new recruits to an organization. (15 Marks)
3. (a) Define and differentiate between extrinsic and intrinsic rewards for employees, giving one example of each. (10 Marks)
 (b) "Happy people are always productive people." How would you respond to the above statement? Use relevant motivational theory (S) to justify your answer. (15 Marks)
4. Organizational-wide communications are typically conducted in both formal and informal settings.
 (a) There are four different types of informal communication techniques. Explain them using appropriate examples. (10 Marks)

- (b) "Managers strongly believe that formal communication is more important than informal communication". Critically evaluate this statement with suitable examples. (15 Marks)
5. (a) Describe the differences between power, authority, and responsibility. (05 Marks)
(b) List the main element of the organizational structure with a brief description. (10 Marks)
(c) Discuss how organizational structure affect employee satisfaction and organizational effectiveness. (10 Marks)
6. (a) "Leadership and Management are skills that should not be separated into two distinct roles but incorporated within each role together."
Do you agree with the above statement? Justify your answer with appropriate examples. (10 arks)
(b) "Changing attributes of the followers and the dynamic contemporary workplace demand leaders with advanced skills and modern perspectives on leadership." Discuss this statement emphasizing the contribution of contemporary theories of leadership in developing managers for the 21st century. (15 Marks)

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