

**THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF ORGANIZATIONAL STUDIES
B. Sc/ B. Ed DEGREE PROGRAMME**



**LEVEL – 3
FINAL EXAMINATION- 2024
MANAGING YOUR WORK AND PEOPLE – MSU3208/OSU3208**

DURATION: TWO (02) HOURS

DATE: 06 December 2024

TIME: 09.30 am – 11.30 am

INSTRUCTIONS

- **Answer any FOUR (04) questions**
- **All questions carry equal marks**
- **Answer should be methodical and focused.**

01. (a) Define control in management (10 Marks)

(b) Explain with examples the types of controls that can be used to control activities of a manufacturing organization. (15 Marks)

02. “Studies have indicated that effectiveness of leadership is determined not only by characteristics of the leader, but also the characteristics of the subordinates and the nature of tasks”.
Express your views on this statement highlighting the importance of behavioral theories of leadership. (25 Marks)

03. Explain briefly the management approaches which were developed and implemented in business organizations from the past to present. (25 Marks)

04. Assume that you are appointed as a front-line manager of a business organization known to you. Consider that you noted the possibility of increasing the productivity substantially by motivating employees in your department.

(a) What is meant by the term “motivation”? (10 Marks)

(b) Show how you can use the Herzberg’s two factor theory to motivate employees under your supervision. (15 Marks)

05. (a) "Every organization has to plan its activities in order to face the complex changes in the environment".

Explain briefly what planning is and its importance in managing organizations. (10Marks)

(b) Assume that you expect to start a small scale manufacturing/service organization after completing the level 3 examinations of your degree programme.

Discuss how would you plan your activities that are needed to initiate your business.

(15Marks)

06. Write short notes on the following

a) Total Quality Management (TQM) (05 Marks)

b) Attracting Manpower (05 Marks)

c) Roles of a Manager (05 Marks)

d) Communication Networks in Organization (05 Marks)

e) Organizational Structures (05 Marks)

(25 Marks)

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