

THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
ADVANCED CERTIFICATE IN SOCIAL SCIENCES 2024/2025
LEVEL 1 - SEMESTER II
FINAL EXAMINATION
DSC1813 - INTRODUCTION TO MANAGEMENT



DURATION: THREE (03) HOURS ONLY

Date: 02.08.2025

Time: 09.30 a.m. – 12.30 p.m.

Instructions:

- The question paper consists of nine (09) questions
- Answer only five questions.
- Each question carries equal points.
- Answers should be legibly written

Question 1.

Why is management important in today's business world? Give examples. (20 marks)

Question 2.

(a) Define positive environment and explain the key characteristics of it. (10 marks)

(b) Why do you think that the Human relations dimension is an important part of the positive work environment? (10 marks)

Question 3.

(a) What are the function of a manger in an organization? (10 marks)

(b) Describe the skills needed to perform as an effective manager (10 marks)

Question 4.

(a) Define planning and discuss the positive impact of planning on an organization. (10 marks)

(b) Describe the different methods of managing conflicts and explain when each one is most effective. (10 marks)

Question 5.

Leadership is the ability to influence people towards the attainment of organizational goals

(a) What are major functions of a leader? (10 marks)

(b) Briefly explain the types of power that a leader can have (10 marks)

Question 6.

(a) Define management communication and explain 'the key characteristics of communication (10 marks)

(b) "Communication is an effective tool of management to achieve the objectives of the enterprise" Comment. (10 marks)

Question 7.

(a) Briefly explain the underlying principles of coordination in management. (10 marks)

(b) Briefly explain the types of coordination. (10 marks)

Question 8.

(a) Describe the characteristics of an effective management control system. (10 marks)

(b) What are the major views of control standards? (10 marks)

Question 9.

Write brief notes on any four (04) of the following

(a) Leading

(b) Matrix organization

(c) Maslow's Hierarchy of needs

(d) Types of authority

(e) Levels of conflict

(f) Directing

(g) Causes of conflict

(5 marks each)

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