

050



**THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES PROGRAMME
LEVEL 3 - 2004/2005
FINAL EXAMINATION - 2005
MANAGEMENT THEORY & PRACTICE - MCU 1201
DURATION : THREE HOURS**

DATE 18.02.2006

TIME: 9.30am -12.30pm

INSTRUCTIONS :

**ANSWER ANY FOUR QUESTIONS
ALL THE QUESTIONS CARRY EQUAL MARKS**

1. Sigera as the Chief Executive Officer of a group of companies engaged in apparel industry is planning to introduce some of the management techniques suggested by the Scientific Management Approach to its operational level work force. Advise him to select appropriate techniques explaining their strengths and weaknesses.
2. 'No manager can separate his organization from the environment'. Critically evaluate this statement highlighting the interactions the organizations have with the environment. Use examples to support your answer.
- 3 Business organizations which plan their functions become more effective and profitable than those who pay less attention to planning. Do you agree? Express using examples your views about the importance of planning to an organization.
- 4 a) Describe briefly the major components of the communication process.
b) Think of an organization familiar to you, and explain the most frequent barriers to its communication process and your suggestions to overcome them.
- 5 a) What are the qualities of a good leader.
b) List three types of leadership styles and explain briefly any one of them.
c) Why do you think that the leaders are importance to organizations? Use examples in support of your answer.
6. Most of the organizations take different actions to retain an effective workforce. Describe using examples some of the common methods used by the organizations.
7. Explain briefly the following:
 - a) Methods of departmentalization
 - b) Total Quality management
 - c) Controlling techniques

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