



**THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME
LEVEL 03
FINAL EXAMINATION-2008
MANAGEMENT THEORY AND PRACTICE-MCU 1201**

DURATION: TWO (03) HOURS

DATE : 10-02-2008

TIME :9.30 am to 12.30 noon

INSTRUCTIONS

- Answer any four (04) questions
- All questions carry equal marks.

1)

a) "Management is a process and it involves several functions that work together to achieve the goals and objectives of an organization"

Explain the process of Management stating an event as the example as to how the management process takes place. (15 Marks)

b) Briefly discuss the different skills required by the managers at the different levels to fulfill their roles. (10 Marks)

2)

"All the organizations are dependent on the environment for several reasons.

Environment can cause for favorable and unfavorable effects on organizations. Therefore organizations have to respond to the environmental changes".

a) Select an organization and identify the major environmental factors that influence in organization. (15 Marks)

b) Do the SWOT analysis to the organization mentioned above (a) and recommend how the said organization can respond to those influences. (10 Marks)

3) "Planning is the fundamental activity among all other managerial functions and it directs the activities towards the achievement of the goals. Further planning is not limited only to the top level managers and all the managers are required to do some kind of planning in their respective areas of work".

a) Identify and explain the types of plans prepared by the different levels of managers and also explain their uses. (15 Marks)

b) Assume that you are the Managing Director in a Tourist hotel and discuss what are the obstacles you may encounter in planning your business activities for the coming years. (10Marks)

4) "Departmentalization means grouping activities together in to units; and different approaches are followed to form the departmentalization. Further particular form of departmentalization in an organization will not be suitable to other organizations".

- a) Explain the different approaches used for departmentalization with suitable examples from the business environment. (15 Marks)
- b) What are the influences of informal organizations on formal organizations? Discuss using examples. (10 Marks)

5) "Organizations expect the goals and objectives to be achieved for which they need higher level of performance from the employees. For this purpose, they need to motivate the employees and different theories are connected to motivation".

- a) Explain any motivational theory stating how you can use the said theory to motivate the employees of an organization known to you. (15Marks)
- b) Assuming yourself as the Human Resource Manager in a private Company and describe what measures you can take to retain your staff with the company. (10Marks)

6) "In the real world we can observe different kinds of leaders in the different fields like sports, politics, business etc. The leaders tend to influence the behavior of other members."

- a) Are the managers and leaders same or different? Explain with examples. (15Marks)
- b) Different managers follow different leadership behaviors. Explain the major leadership behaviors you can observe in Sri Lankan industries. (10Marks)

7) Write short notes to any five (5) topics from the following

- Directions of Communication in an organizational set up
- Decision Making Process
- Type of Controls at the different stages of an activity.
- Total Quality Management
- Planning aids and techniques
- Henry Fayol's General Administrative Theory
- Contingency approach to Management

(5X 5Marks=25)