



0156

**THE OPEN UNIVERSITY OF SRI LANKA  
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME  
LEVEL 03  
FINAL EXAMINATION-2009  
MANAGEMENT THEORY AND PRACTICE-MCU 1201  
DURATION: THREE (03) HOURS**

**DATE: 19-02-2009****TIME: 9.30 am to 12.30 noon****INSTRUCTIONS**

- Answer any four (05) questions.
- All questions carry equal marks.

- Q1)** “Skills and plans of managers would differ in different managerial levels”.  
Discuss different types of skills and plans that managers at different levels have to deal with in an organization. Use appropriate examples to support your answer.
- Q2)** “Present day organizations are exposed to both local and international environment”.  
a) Identify the different environmental factors that affect an organization familiar to you.  
b) Give your views or comments as to how the said organization in 2(a) responds to the environmental factors. Use SWOT analysis to support your answer.
- Q3)** “Departmentalization is one of the salient elements in the organizational structure which draws the attention of the managers”.  
a) Discuss the role of departmentalization in ensuring organizational effectiveness and efficiency.  
b) Briefly explain the different ways of departmentalization available for setting up organization.
- Q4)**  
a) Almost all countries face with economic crisis today. In the presence of such a crisis, explain how can a manager administer his employee motivational programmes to ensure maximum productivity? Give practical examples to support your answer.  
b) Briefly discuss any one behavioral theory of leadership in organizational context.
- Q5)** “Communication is considered to be important in fulfilling not only formal needs but also informal needs of an organization”.  
a) Explain the importance of informal communication to an organization.  
b) Briefly explain different directions of communication with clear examples from organizational context.

Q6) "Managerial decision making is a process".

a) Briefly explain the process of managerial decision making with a practical example.

b) Briefly describe the importance of a controlling mechanism an organization.

Q7)

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

a) Fred Fiedler's contingency theory of leadership

b) Types of control

c) Organizational culture

d) Planning aids

e) Total quality management (TQM)

f) Importance of Max Weber bureaucratic theory