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THE OPEN UNIVERSITY OF SRI LANKA
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC
ADMINISTRATION
FINAL EXAMINATION - 2010/11
MCP 1602 - MANAGEMENT AND ORGANIZATIONS
DURATION: THREE (03) HOURS

Date: 11.12.2010

Time: 9.30 am - 12.30 pm

Answer any FOUR (4) questions. All questions carry equal marks

01. "E-mails, Instant Messages (IM) and Text Messages (TM), and networking software are vital aspects of organizational communication today. Despite the tremendous advantages of electronic communication formats their pitfalls are numerous. We gather so much meaning from how a message is communicated (tone of voice, facial expressions, body language) the potential for misunderstanding in electronic communication is great".

Do you agree with its statement? Why or Why not? Elaborate your answer highlighting the role of non-verbal communication in contemporary work organizations.

(25 Marks)

02. Explain the Leader-Member Exchange (LMX) Theory of Leadership and discuss its legitimacy in portraying modern organizational life. Draw in examples from your everyday work experiences to further elaborate your answer.

(25 Marks)

03. "It could be argued that *human diseconomies* resulting from specialization surfacing as boredom, fatigues, stress, increased absenteeism and high turnover can more than offset its economic advantages".

Critically analyze this statement. Use examples from local business scenarios to strengthen your analysis.

(25 Marks)

04. Impression Management (IM) is an area of study that has caught the attention of organizational behavior researchers only recently. What is meant by Impression Management (IM)? How would it facilitate your understanding of 'how people behave' in contemporary work organizations? Illustrate your answer drawing examples from your work/life experiences.

(25 Marks)

05. Develop a model depicting the negotiation process. Discuss the impact of 'individual differences' on negotiations as happen in organizational settings using practical examples.

(25 Marks)

06. Managing a *diverse* workforce with different ethnic, religious and cultural backgrounds is a challenge facing managers in post - conflict Sri Lankan work organizations. However Managers and organizations often come across the challenge of workforce *diversity* and mobility with resistance and dissatisfaction. The reason probably, is the perception that such challenge is likely to cause harm to the organization. However, the challenge if taken positively can be advantageous to the organization.

State *your views* on the above statement. Give examples to elaborate your answer.

(25 Marks)

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