

THE OPEN UNIVERSITY OF SRI LANKA  
FOUNDATION COURSE IN SOCIAL SCIENCES – LEVEL II  
FINAL EXAMINATION - 2006  
SSF 2302 – INTRODUCTION TO MANAGEMENT



DURATION – THREE (03) HOURS

Date: 25<sup>th</sup> November 2006

Time: 1.00 p.m. – 4.00 p.m.

Answer five questions only. Select at least one from each part. Answers should be clear, tidy and concise.

Each question carries 20 marks

**PART I**

1. (a) Define the concept of an organisation. (04 marks)  
(b) How does it help to achieve organisational objectives? (08 marks)  
(c) Explain how the management functions are important to Organisations? (08 marks)
2. (a) What is authority? (04 marks)  
(b) How does line authority differ from staff authority? (08 marks)  
(c) What are the advantages in delegating authority? (08 marks)
3. (a) Describe in brief the functions of management. (04 marks)  
(b) Draw an organizational chart and explain the components. (08 marks)  
(c) Describe the basic control process. (08 marks)

**PART II**

4. (a) List four schools of management theory. (04 marks)  
(b) How does a manager become a leader? Explain. (08 marks)  
(c) Why is staffing important in management? Explain. (08 marks)
5. (a) What is planning? (04 marks)  
(b) Discuss the leadership role of a manager. (08 marks)  
(c) Describe the participatory style of leadership. (08 marks)
6. Compare and contrast any **four (04)** of the following concepts.  
(i) Autocratic style and free reign  
(ii) Efficiency and effectiveness  
(iii) Physical environment and human environment  
(iv) Physiological needs and safety needs  
(v) Co-ordination and management (4x5 = 20 marks)

### PART III

7. (a) What do you understand by the term "positive work environment? (04 marks)  
(b) Describe two simple techniques available to manage your time. (08 marks)  
(c) What is Pareto's 80/20 Principle in Time Management? (08 marks)
8. (a) Define 'Motivation'. (04 marks)  
(c) Describe the needs identified by Maslow within his Hierarchy of Human Needs. (08 marks)  
(c) Describe what is meant by the communication process. (08 marks)
9. Describe any **four (04)** of the following concepts.  
(i) 'X' Theory  
(ii) Responsibility  
(iii) Span of Control  
(iv) Line Management  
(v) Time Audit (4x5 = 20 marks)

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