



THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF EDUCATION
DEGREE OF MASTER OF EDUCATION – 2017/2018
FINAL EXAMINATION - 2018
ESP2318/STP9618– MANAGEMENT IN EDUCATION
DURATION – THREE (03) HOURS

Date: 24.03.2019

Time: 9.30 a.m. – 12.30 p.m.

Answer any three (03) questions.

01. i. Define the term management. (08 marks)
- ii. What are different roles that a manager is to play in their organizations. (12 marks)
- iii. Discuss the major challenges faced by present day managers. (13 marks)
02. i. Describe four (04) basic management functions in relation to any educational organization. (08 marks)
- ii. Explain the behavioural approach and the scientific approach in management. (12 marks)
- iii. Do you think behavioural approach is more suitable rather than scientific approach to present context of your organization? Discuss. (13 marks)
03. i. What is change management. (08 marks)
- ii. In any organization some employees are resist to welcome changes. Explain. (12 marks)
- iii. How would you effectively implement a change in your organization. Illustrate your answer with a relevant change model which you have learned. (13 marks)

04. i. Define the term "Leadership" (08 marks)
- ii. "All leaders are not managers and all managers are not leaders. Comment. (12 marks)
- iii. Citing examples, explain what type of "Leadership style" you would recommend to enhance efficiency and effectiveness of your organization. (13 marks)
05. i. What do you mean by communication. (08 marks)
- ii. Explain the communication process that can be used in any organization. (12 marks)
- iii. In most organizations the communication flow mostly down wards. Comment on this statement. (13 marks)
06. i. Briefly explain five (05) educational problems pertaining to Sri Lankan Educational systems. (05 marks)
- ii. What are the managerial, environmental and technical issues related to the Sri Lankan Education system? (12 marks)
- iii. Critically analyze the steps taken by the government to address these issues. (16 marks)

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