THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF MANAGEMENT STUDIES
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/ PUBLIC ADMINISTRATION
OSP9402/MSP9402/MCP1602 – MANAGEMENT AND ORGANIZATION
FINAL EXAMINATION – 2023/2024
DURATION -THREE (03) HOURS

DATE: 18th February 2024 **TIME: 01.30 p.m. – 04.30 p.m.**

Instructions: Answer only **Five (05)** questions.
All **answers should be** written **neatly and focused.**

1. Select an industry of your choice and discuss three (03) key emerging trends/ advancements in the selected industry which you think would be prominent and unavoidable in near future.
In your view, what are the skills as a manager that you should master to successfully face the challenges posed by the trends you mentioned above? (20 Marks)

2. I. What are the three factors that affect perception? Explain with suitable examples. (06 Marks)

II. Perception errors can negatively affect the organizational decision-making process. Discuss common perception errors and their impact on decision-making, providing examples. (14 Marks)

3. I. Discuss the implications of the Big Five Personality traits on individual behavior and outcomes in various aspects of life, providing examples to illustrate how each trait can influence an individual's behavior in an organization. (15 Marks)

II. Extraversion and Introversion are two major factors in the Myers-Briggs Type Indicator. Briefly discuss the characteristics of these two personalities. (05 Marks)

4. I. Differentiate between Intrinsic and Extrinsic motivation with examples.
(05 Marks)

II. "Employee motivation is less about employees doing a great work, and more about employees feeling great about their work"
Do you agree with the above statement? Justify your answer citing relevant theories of motivation. (15 Marks)

5. I. Briefly discuss what Authentic Leadership is and why it is considered as a leadership approach that today's managers should necessarily practice.
(10 Marks)

II. "Compared to Contemporary leadership theories, Traditional leadership theories have no validity in managing contemporary business organizations given the dynamic work environment and nature of the current workforce."
Critically comment on the above statement citing appropriate examples. (10 Marks)

6. I. Technology plays a vital role in the development of communication systems. However, at the same time, due to advanced technology, organizations face different communication issues in today's business environment. Identify three (03) major issues and explain strategies to overcome them. (12 Marks)

II. How communication effect enhancing the relationship between different managerial levels? Elaborate with suitable examples. (08 Marks)

7. I. What are the key elements in organizational structure? (03 Marks)

II. Draw an organizational structure chart for an organization with functional departmentalization. Discuss two advantages of functional departmentalization.
(05 Marks)

III. Discuss the advantages and disadvantages of narrow and wide spans of control.
(12 Marks)

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