THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF ORGANIZATIONAL STUDIES
B. Sc/ B. Ed DEGREE PROGRAMME
LEVEL – 3

FINAL EXAMINATION- 2025
MANAGING YOUR WORK AND PEOPLE – MSU3208/OSU3208

DURATION: TWO (02) HOURS

DATE: 29 December 2025	TIME: 01.30 pm – 03.30 pm

INSTRUCTIONS

- **Answer any FOUR (04) questions**
- **All questions carry equal marks**
- **Answer should be methodical and focused.**

01. (a) Explain what is 'Management' in your own words. (03 Marks)
(b) Differentiate between 'goals' and 'objectives of a business organization. (06 Marks)
(c) Discuss how the organizational environment affects the functioning of an organization. (06 Marks)
(d) 'The 14 Principles of Management' developed by Henry Fayol, are a set of guidelines for effective management practices. Explain five (05) principles of management of your choice. (10 Marks)

02. (a) Explain what is planning. (03 Marks)
(b) 'Planning is so crucial, but why do some managers choose not to do it?' Explain. (06 Marks)
(c) Explain the benefits of an organizational chart to an organization. (06 Marks)
(d) Jenu's Textiles Ltd. is a mid-sized garment manufacturer in Sri Lanka. As the company expanded, its management faced challenges in coordination, efficiency, and decision-making. To streamline operations, the CEO decided to restructure the company using different bases of departmentalization. Assume that you are the CEO of Jenu's Textiles Ltd.; suggest four (04) bases of departmentalization for the company as appropriate. (10 Marks)

03. (a) Who is a 'Charismatic Leader?' Explain using real world examples. (03 Marks)
(b) Briefly explain three (03) personal traits identified under 'Trait Theory of Leadership.' (06 Marks)

(c) Why do we need to motivate people in the workplace? Explain three (03) reasons. (06 Marks)

(d) Assume that you expect to start a small herbal manufacturing business after completing the level 3 examinations of your degree programme. Explain why making good decisions is important when starting your business. (10 Marks)

04. (a) Explain the concept of "communication process". (03 Marks)

(b) Describe four (04) major factors that affect effective communication. (06 Marks)
(c) Briefly explain the most essential communication skills that are required by a manager. (06 Marks)
(d) How does effective Human Resource Planning (HRP) help a growing company to manage workforce challenges? Explain your answer with suitable examples. (10 marks)

05. Write short notes on the following

a) Management Science Approach (05 Marks)
b) Social Responsibility (05 Marks)
c) Operations Management (05 Marks)
d) Communication Network (05 Marks)
e) Controle Process (05 Marks)

(05 x 05= 25 Marks)

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