0210

THE OPEN UNIVERSITY OF SRI LANKA
BACHELOR OF MANAGEMENT STUDIES DEGREE PROGRAMME
LEVEL – 06
FINAL EXAMINATION - 2014
NEW DIMENSIONS IN MANAGEMENT – MCU 4203
DURATION: THREE (03) HOURS

DATE: 05. 07. 2014 **TIME: 01.30 PM TO 04.30 PM**

Answer Any Four (04) Questions. All Questions carry equal marks.

01 As Sadler (2012) states ..."member participation in a [work organization] does not just grow; it must be desired by the membership and cultivated by the leaders".

Critically analyze the above statement.

Your answer should include a theoretically informed discussion of the **influential factors** that help create an appropriate environment for participative management within work organizations.

(25 Marks)

02 As stated in House and Howell's Charismatic Leadership Theory (1992) ..."followers make attributions of heroic or extraordinary leadership abilities when they observe certain behaviours".

Identify four (04) **characteristics of charismatic leaders** as suggested by Howell and House. Explain your answer drawing in examples from the contemporary world of work.

(25 marks)

03) Entrepreneurship development is thought of as ... "the creation, motivation and orientation of those behaviours, experiences and attitudes that positively reinforce the intervention process, leading to the creation, acquisition or running of a successful venture".

Explain the above statement highlighting three (03) **factors influencing Entrepreneurship development.**

(25 marks)

04) "[Juran's] methodology is typically praised for its focus on continuous improvement as well as for emphasizing the centrality of planning in managing quality and acknowledging the importance of both external and internal customers in the process of managing quality" (Flood,1993 Cited in Kelemen, 2005).

Identify **Juran's ten steps to quality improvement** and briefly explain each.

(25 marks)

05) a) What is trade protectionism ?

(5 marks)

b) Name five methods of trade protectionism that you know of and briefly explain each.

(10 marks)

c) Discuss the effects of trade protectionism giving examples.

(10 Marks)

06) Write short notes on the following:

a) Intrapreneurship
b) Leader-Member Exchange Theory
c) Trunkey Projects
d) Argyris's System of Organization
e) Transcendental Leadership

(25 Marks)

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