THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
CERTIFICATE PROGRAMME IN SOCIAL SCIENCES – LEVEL II
FINAL EXAMINATION 2007
INTRODUCTION TO MANAGEMENT - SSF 2302

DURATION: THREE (03) HOURS

Date: 09th October 2007 **Time: 1.30p.m. – 4.30 p.m.**

Answer five (05) questions only. Each question carries 20 marks.

1. Inability to understand the concept of organisation meaningfully creates problems in society. Taking this statement into consideration answer the following:

   (a) The definition of the concept of organisation. (06 marks)

   (b) The problems caused in Sri Lankan society due to the inability to understand this concept. (08 marks)

   (c) The significance of management in the context of organisations. (06 marks)

2. (a) We are able to solve many problems through organisations by progressively understanding the concept of 'Authority'. Discuss. (12 marks)

   (b) Explain what is meant by line authority and staff authority? (08 marks)

3. (a) Draw an Organisational Chart and explain its significance. (10 marks)

   (b) Explain what is meant by the basic control process. (10 marks)

4. Explain the significance of four schools of management theory known to you. (20 marks)

5. An organisation could achieve very little if it does not understand what is meant by the concept of planning. Discuss. (20 marks)

6. Explain why it is important for managers to possess qualities of leadership given the realities found in Sri Lankan organisations. (20 marks)

7. (a) There is much we could positively achieve by granting better status to the concept of motivation. Discuss. (10 marks)

   (b) What is the reality we come to understand through Maslow's Hierarchy of Human Needs? (10 marks)

8. (a) People in developing countries should understand the significance of Time Management even more deeply. Discuss. (10 marks)

(b) What is the message that we are able to gain through Pareto's 80/20 Principle? (10 marks)

9. Explain the significance of the process of communication in institutional development. (20 marks)

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