THE OPEN UNIVERSITY OF SRI LANKA
DEPARTMENT OF SOCIAL STUDIES
CERTIFICATE IN SOCIAL SCIENCES – LEVEL II (2007/2008)
FINAL EXAMINATION
SSF 2302 - INTRODUCTION TO MANAGEMENT

DURATION: THREE (03) HOURS

Date: 28th September 2008 **Time: 1.30 p.m. – 4.30 p.m.**

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

1. Explain what is meant by the process of communication in an organization. (20 marks)

2. (a) It is in the best interest of institutional growth that people have a good sense of Time Management. Discuss. (10 marks)

   (b) Explain the significance of Pareto's 80/20 Principle. (10 marks)

3. Explain the significance of the concept of organization in fulfilling the demands of the modern age. Answer with reference to the following:

   (a) The significance of the concept of organization (06 marks)

   (b) The status of organizations in contemporary Sri Lankan society (08 marks)

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

4. (a) It is not in the interest of any organization to have a de-motivated work force? Explain with reference to the concept of motivation. Discuss. (10 marks)

   (b) What are the significant features of Maslow's Hierarchy of Human Needs? (10 marks)

5. (a) Explain what is meant by 'authority' in the context of organizations (12 marks)

   (b) Is there a difference between 'line authority' and 'staff authority'? (08 marks)

6. (a) Draw an organizational chart and explain the purpose served by it (10 marks)

   (b) What purpose is served by a basic control process ? (10 marks)

7. Are there fundamental differences between the four schools of management known to you? Explain. (20 marks)

8. The concept of planning should be given more significance by modern organizations. Discuss. (20 marks)

9. Managers should possess leadership qualities if there is to be a significant improvement in the life of Sri Lankan organizations. (20 marks)

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