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**THE OPEN UNIVERSITY OF SRI LANKA**
**COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/ PUBLIC ADMINSITRATION**
**MCP1602 – MANAGEMENT AND ORGANIZATIONS**
**FINAL EXAMINATION – JULY 2017**

**DURATION: THREE (03) HOURS**

**Date: 16 July 2017** **Time: 1.30p.m. – 4.30p.m.**

No. of Questions: 06 No. of Pages: 02

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

1. The Organizations are changing more rapidly than before, with the advances in information technology.

   I. What are some of the major challenges facing todays and tomorrow's organizations and management? Briefly describe those developments.

   (10 marks)

   II. In your judgments, what are the most effective organizations in contemporary Sri Lankan society? Why are they the most effective, give evidence? Elaborate how to link rewards to performance of employees in such organization.

   (10 marks)

2. I. How is organizational behaviour defined as a field of study?
   Why is an understanding of behaviour in organizations critical for members in all types of workplaces?

   (10 marks)

   II. Discuss the importance of effective communication in organizations, throughout the hierarchy, and cross functionally.

   (10 marks)

3. I. "Leaders create or change a culture in an organization". How can a leader or founder help create a strong culture in an organization? What can a leader do to promote cultural change that helps in improving the overall effectiveness of an organization? Explain.

   (12 marks)

   II. What should managers of diverse workforces know about differences in values among individuals?

   (08 marks)

4. I. The terms Responsibility, Authority, and Accountability appear in management and organization literature. As a manager, what is your understanding of these terms? Explain the differences and the relationships among above concepts.

   (10 Marks)

II. Describe managerial skills and behavior that would be required to manage effectively in a functional department. Are these skills and behaviors different from those required in a different department?

(10 marks)

5. I. What do you mean by the term 'job characteristics'? Briefly explain the major factors that influence job characteristics model?

(10 marks)

II. "The systematic decision-making process may not be followed where substantial change occurs and many new technologies prevail" Discuss how decisions are made and what are the useful decision making model used in an organization.

(10 marks)

6. Write short note on the following.

I. Effective feedback
II. Workplace diversity
III. Corporate Social Responsibility (CSR)
IV. Social Capital

(5x4=20 marks)

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