THE OPEN UNIVERSITY OF SRI LANKA
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/ PUBLIC ADMINSITRATION
MSP9402/MCP1602 – MANAGEMENT AND ORGANIZATIONS
FINAL EXAMINATION – JULY 2018

47

DURATION: THREE (03) HOURS

Date: 15 July 2018 **Time: 9.30p.m. – 12.30p.m.**

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

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

1. "It doesn't matter how employees say they feel about their employers, what really matters in terms of behavior is whether they have better options out there"

   I. Is there any evidence to support or refute this statement? Briefly describe those arguments with suitable examples.

   (10 marks)

   II. How can managers get employees to more readily accept working with colleagues who are different from themselves? Give evidence to support your answer. Elaborate how you can create working environment for those employees.

   (10 marks)

2. "The knowledge of 'Organizational Behaviour' will be more useful than knowledge obtained from other subjects of management discipline for a manager to maintain organizational efficiency and effectiveness".

   Critically discuss this statement. Use suitable examples to elaborate your answer.

   (20 marks)

3. I. "It's not possible to be both a trusting boss and a politically astute leader. One requires openness and the other requires concealment." Do you agree or disagree with this statement? Explain.

   (12 marks)

   II. "Leaders make a real difference in an organization's performance." Build an argument in support of this statement.

   (08 marks)

4. I. What do you mean by the term 'Organizational Culture? Briefly explain how organizational culture can influence in an organization?

   (08 marks)

II. What are the five steps in a programme for developing a multicultural organization as provided by Taylor Cox? Based on your own national culture, if you were a manager working in a Multinational Organization, do you think you would find it difficult to lead a team? How would you create an effective team atmosphere in a multicultural work environment?

(12 marks)

5. I. What do you mean by the phase 'Perception and Learning'? Briefly explain the major factors that influence the Perception and Learning model?

(10 marks)

II. Explain why Perception and Learning are important to an organization.

Discuss with suitable examples how Perception and Learning can influence in management of an organization.

(10 marks)

6. Write short notes on the following.

I. Social Learning
II. Diversity in work groups
III. The Grapevine in an organization
IV. Invention and Innovation

(5x4=20 marks)

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