ශ්‍රී ලංකා විවෘත විශ්වවිද්‍යාලය
විද්‍යාවේදී උපාධි වැඩසටහන - 3 වන මට්ටම
MSU 1180 / NSU 1180 : කළමනාකරණ න්‍යාය සහ පරිවය
අවසාන පරීක්ෂණය - 2009
කාලය පැය (02) දෙකයි.

දිනය : 2009.06.20 වේලාව : ප. ව.1.30 - ප. ව.3.30

උපදෙස් : **මනැම ප්‍රශ්න හතර (04)කට පමණක් පිළිතුරු සපයන්න.**

1. "සැලසුම්කරණයේ අනිවාර්ය ලක්ෂණයක් වන්නේ අරමුණු තීරණය කිරීමයි."

   (i) අරමුණුවල ලක්ෂණ කවරේදැයි කෙටියෙන් දක්වන්න.

   (ii) ඔබ දන්නා ආයතනයක නම හා ලිපිනය සඳහන් කරන්න. එම ආයතනයේ ව්‍යාපාර කටයුතු කෙටියෙන් විස්තර කර අරමුණු ද දක්වන්න.

   (iii) ඉහත සඳහන් කළ අරමුණු ලඟා කර ගැනීම සඳහා එම ආයතනය ගෙන ඇති උපාය මාර්ග කෙටියෙන් සඳහන් කරන්න.

2. (i) තීරණ ගැනීමේ ක්‍රියාවලියට අයත් පියවර මොනවාද?

   (ii) ඔබ දන්නා ආයතනයක නම හා ලිපිනයද එහි තීරණ ගන්නා නිලධාරියකුගේ නිල නාමයද සඳහන් කරන්න. ඔහු ගන්නා තීරණ යටත් සේවකයින් වෙත සන්නිවේදනය කරන අයුරුද එම තීරණවලට ඔවුන් දක්වන ප්‍රතිචාර එම නිලධාරියා වෙත ආපසු ගලා එන අයුරුද උදාහරණ සමඟ පැහැදිලි කරන්න.

3. (i) ඔබ දන්නා ආයතනයක් උදාහරණයට ගෙන එම ආයතනයේ කළමනාකරණ තොවන මට්ටම් සඳහා සේවකයින් බඳවා ගන්නා අයුරු ගෙන හැර දක්වන්න.

   (ii) ඉහත කී සේවකයින් තෘප්තිමත්ව තබා ගැනීම පිණිස ආයතනය අනුගමනය කර ඇති ක්‍රියාකාරකම් පැහැදිලි කරන්න.

4. "ආයතනයක් සතු සම්පත් සීමිත වන බැවින් ඒවා පාලනය කිරීම අවශ්‍යයෙන්ම කළයුත්තකි."

   (i) කළමනාකරණයේදී 'පාලනය' යන්නෙන් ඔබ අදහස් කරන්නේ කුමක්ද?

   (ii) පාලන ක්‍රියාවලියේ පියවරයන් ඉතා කෙටියෙන් පහදන්න.

   (iii) යම් ක්ෂේත්‍රයක් සම්බන්ධයෙන් දුර්වල පාලනයක් පවතින ආයතනයක ප්‍රධාන දුර්වලතා පෙන්වා දෙන්න.

   (iv) ඉහත කී දුර්වලතා මඟ හැරවීම පිණිස ඔබ කරන යෝජනා කවරේද?

THE OPEN UNIVERSITY OF SRI LANKA
B.Sc. DEGREE PROGRAMME – LEVEL 03
MSU 1180/NSU 1180 – MANAGEMENT THEORY & PRACTICE
FINAL EXAMINATION – 2009
DURATION : TWO (02) HOURS

Date : 20.06.2009 **Time : 1.30 p.m. – 03.30 p.m.**

Instructions : Answer any four questions only.

(1) "One of the essential features of planning is deciding objectives".

(i) Briefly outline the features of objectives.

(ii) Mention an organization known to you by its name and location ; briefly describe its business and state what are the objectives of this organization.

(iii) Briefly outline the strategies adopted by the organization to achieve the above mentioned objectives.

(2) (i) What are the main steps of the decision making process ?

(ii) Identify an organization known to you by its name and location and give the designation of an officer who makes decisions. Explain with examples how this officer communicate his decisions and how he receive responses to those decisions from his subordinates.

(3) (i) Taking examples from an organization known to you describe how people are recruited for non-managerial level jobs.

(ii) Explain the measures adopted by the organization to keep the employees satisfied.

(4) "It is a requirement to control the limited resources of an organization".

(i) What do you mean by controlling ?

(ii) Briefly explain the steps in the controlling process.

(iii) Show the main weaknesses in controlling in relation to any one area of an organization.

(iv) What are your suggestions to overcome the weaknesses identified ?

5. විශ්වවිද්‍යාලීය භූමිය තුළ ඔබ පීඨය මගින් සංගීත සැදෑවක් පැවැත්වීමට අනුමැතිය ලැබී තිබේ. මේ සඳහා පත්කළ කමිටුවක සභාපතිත්වය ඔබ දරයි නම් මෙම සංගීත සැදැව සංවිධානය කරන අයුරු විස්තර කරන්න. සාධාරණ උපකල්පන වේ නම් ඒවාද සඳහන් කරන්න.

6. "නායකත්වය ප්‍රදර්ශනය වන්නේ නායකයාගේ ක්‍රියාකාරකම් තුළිනි."

(i) ඔබ දන්නා ආයතනයක නායකයකුගේ නිල නාමය සඳහන් කරන්න. ඔහු නායකත්වය ක්‍රියාත්මක කරන අයුරු පැහැදිලි කරන්න.

(ii) ඔහුගේ නායකත්වයේ දක්නට ලැබෙන දුර්වලතාවන් හෝ විශිෂ්ඨත්වයන් සඳහන් කරමින් ඇති වූ ඵලවිපාක විවේචනය කරන්න.

– හිමිකම් ඇවිරිණි –

(5) Permission has been granted to conduct a 'musical evening' by your faculty at the University premises. If you are the chairman of a committee appointed for organizing the musical evening, describe the steps you will take to organize the event. You may state reasonable assumptions you have made.

(6) "Leadership is visible through the activities of a leader".

(i) Mention the designation of a leader of an organization known to you ; Explain how he exercises his leadership.

(ii) State the weaknesses or strengths of his leadership and give your comments on their implecations.

- Copyright Reserved -

இலங்கை திறந்த பல்கலைக் கழகம்
விஞ்ஞானமாணிப் பட்ட நிகழ்ச்சித்திட்டம் - மட்டம் 3
MSU 1180/NSU 1180 - முகாமைத்துவக் கொள்கையும் நடைமுறையும்
இறுதிப் பரீட்சை - 2009
காலம்: இரண்டு (2) மணித்தியாலங்கள்

019

திகதி: 20.06.2009 நேரம்: 1.30 பி.ப – 03.30 பி.ப

அறிவுறுத்தல்கள்: ஏதேனும் நான்கு வினாக்களுக்கு மாத்திரம் விடை எழுதுக.

1. "திட்டமிடலின் முக்கியமானதொரு அம்சம் நோக்கங்களைத் தீர்மானிப்பதாகும்"

   (i) நோக்கங்களின் அம்சங்களை சுருக்கமாக விளக்குக.

   (ii) உமக்குத் தெரிந்த நிறுவனமொன்றின் பெயரினையும் அதன் அமைவிடத்தினையும் குறிப்பிடுக; அந் நிறுவனத்தின் வியாபாரத்தினைச் சுருக்கமாக விபரிப்பதுடன், அதன் குறிக்கோள்கள் யாவை எனவும் குறிபிடுக.

   (iii) மேற்கூறிய நோக்கங்களையடைய அந் நிறுவனம் கைக்கொள்ளும் உக்திகளை சுருக்கமாக விளக்குக.

2 (i) தீர்மானமெடுக்கும் செயற்பாட்டின் முக்கியமான படிமுறைகள் யாவை?

   (ii) உமக்குத் தெரிந்த நிறுவனமொன்றினை இனம் கண்டு அதன் பெயரினையும், அமைவிடத்தினையும் தந்து, அதன் தீர்மானங்களை எடுக்கும் செயற்பாட்டினை மேற்கொள்ளும் அதிகாரியின் பதவி நாமத்தினைத் தருக. இவ் அதிகாரி தனது தீர்மானங்களை தமது கீழ் ஊழியர்களுக்கு எவ்வாறு தொடர்பாடல் மூலம் தெரியப்படுத்துகின்றாரென்றும், அவர் இத் தீர்மானங்களுக்கு அவ் ஊழியர்களிடமிருந்து எவ்வாறு பதில் அல்லது நடத்தை மாற்றங்களை பெற்றுக் கொள்கின்றாரென்பதையும் விளக்குக.

3. (i) உமக்குத் தெரிந்த நிறுவனமொன்றிலிருந்து உதாரணங்களைக் கொண்டு, எப்படி நபர்கள் முகாமைத்துவமல்லாத மட்டங்களுக்கு தொழிலுக்கு ஆட்சேர்க்கப்படுகின்றார்கள் என்பதனை விளக்குக.

   (ii) இவ் நிறுவனத்தினால் ஊழியர்களை திருப்திப் படுத்த கைக்கொள்ளப்படும் நடவடிக்கைகளை விளக்குக.

4. "ஓர் நிறுவனத்தின் வரையறுக்கப்பட்ட மூலவளங்களை கட்டுப்படுத்தல் அவசியமானதொன்றாகும்"

   (i) கட்டுப்படுத்தல் என்பதிலிருந்து எதனை விளங்குகின்றீர்?

   (ii) கட்டுப்படுத்தல் செயற்பாட்டின் படிமுறைகளைச் சுருக்கமாக விளக்குக.

   (iii) ஒரு நிறுவனத்தின் ஏதாவது ஒரு பகுதி தொடர்பான கட்டுப்படுத்தலிலுள்ள பிரதான பலவீனங்களை குறிப்பிடுக.

   (iv) அவ்வாறு இனம் காணப்பட்ட பலவீனங்களை நவர்த்திப்பதற்கான ஆலோசனைகள் யாது?

THE OPEN UNIVERSITY OF SRI LANKA
B.Sc. DEGREE PROGRAMME – LEVEL 03
MSU 1180/NSU 1180 – MANAGEMENT THEORY & PRACTICE
FINAL EXAMINATION – 2009
DURATION : TWO (02) HOURS

Date : 20.06.2009 **Time : 1.30 p.m. – 03.30 p.m.**

Instructions : Answer any four questions only.

(1) "One of the essential features of planning is deciding objectives".

(i) Briefly outline the features of objectives.

(ii) Mention an organization known to you by its name and location ; briefly describe its business and state what are the objectives of this organization.

(iii) Briefly outline the strategies adopted by the organization to achieve the above mentioned objectives.

(2) (i) What are the main steps of the decision making process ?

(ii) Identify an organization known to you by its name and location and give the designation of an officer who makes decisions. Explain with examples how this officer communicate his decisions and how he receive responses to those decisions from his subordinates.

(3) (i) Taking examples from an organization known to you describe how people are recruited for non-managerial level jobs.

(ii) Explain the measures adopted by the organization to keep the employees satisfied.

(4) "It is a requirement to control the limited resources of an organization".

(i) What do you mean by controlling ?

(ii) Briefly explain the steps in the controlling process.

(iii) Show the main weaknesses in controlling in relation to any one area of an organization.

(iv) What are your suggestions to overcome the weaknesses identified ?

5. உமது பீடத்தினால் பல்கலைக்கழக வளாகத்தில் ஓர் "சங்கீத மாலை" நிகழ்ச்சி நடாத்த அனுமதி வழங்கப்பட்டுள்ளது. சங்கீத மாலை நிகழ்ச்சியினை ஒழுங்கு செய்வதற்கான குழுவின் தலைவராக நீர் நியமிக்கப்பட்டால், இந் நிகழ்ச்சியினை ஒழுங்கு செய்ய நீர் எடுக்கும் படிமுறைகளை விளக்குக. நீர் மேற்கொண்ட தகுந்த அனுமானங்களைக் குறிப்பிடுக.

6. "தலைமைத்துவம் ஒரு தலைவரின் நடவடிக்கைகளூடாக வெளிப்படும்"

(i) உமக்குத் தெரிந்த நிறுவனமொன்றின் தலைவருடைய பதவிநாமத்தினைக் குறிப்பிடுக; அவர் தமது தலைமைத்துவத்தினை எவ்வாறு பயன்படுத்துகின்றார் (exercises) என்பதனை விளக்குக.

(ii) அவரின் தலைமைத்துவத்தின் பலவீனங்களை அல்லது பலன்களைக் குறிப்பிடுவதுடன், அவைகளின் நடைமுறைத் தாக்கங்களையும் விபரிக்குக.

(பதிப்பிரிமையுடையது)

(5) Permission has been granted to conduct a 'musical evening' by your faculty at the University premises. If you are the chairman of a committee appointed for organizing the musical evening, describe the steps you will take to organize the event. You may state reasonable assumptions you have made.

(6) "Leadership is visible through the activities of a leader".

(i) Mention the designation of a leader of an organization known to you ; Explain how he exercises his leadership.

(ii) State the weaknesses or strengths of his leadership and give your comments on their implecations.

- Copyright Reserved -