

# UNIVERSITY OF COLOMBO, SRI LANKA

## FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration (Level I – Semester I) Special Repeat Examination - 2010

### MGT 1100 – Evolution of Management Thought

One (01) Hour

Answer any FIVE (05) Questions only

---

1. i. What is meant by 'Scientific Management'? (06 Marks)
- ii. Briefly explain two (02) principles of scientific management as set forth by F.W.Taylor. (08 Marks)
- iii. State two (02) limitations in scientific management theory. (06 Marks)
- (Total: 20 Marks)**
2. i. Briefly explain the bureaucratic model of organizations. (12 Marks)
- ii. List four (04) principles of management as set forth by Henri Fayol. (08 Marks)
- (Total: 20 Marks)**
3. i. List the four (04) experiments done at Hawthorne Plant during the period of 1924 – 1932. (08 Marks)
- ii. Briefly explain four (04) major findings of Hawthorne Experiments. (12 Marks)
- (Total: 20 Marks)**

4. i. State four (04) techniques used in operations management. (08 Marks)
- ii. Define the term 'Systems', and briefly describe the main elements in a system. (12 Marks)
- (Total: 20 Marks)**

5. i. State three (03) theories of motivation in management. (06 Marks)
- ii. Briefly explain the 'Theory of Hierarchy of Needs'. (14 Marks)
- (Total: 20 Marks)**

6. i. Briefly describe the contingency theory in management. (12 Marks)
- ii. State four (04) major contingencies those discussed in management. (08 Marks)
- (Total: 20 Marks)**

7. i. What is meant by 'Theory Z Management'? (08 Marks)
- ii. List the new areas developed in the management thought during the recent past. (12 Marks)
- (Total: 20 Marks)**
-