



UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF GRADUATE STUDIES

Postgraduate Diploma in Business Management (Semester 1) Examination -

March, 2019

PGDBM-5104 Management process and Practices

Three (03) Hours

Answer Four (04) questions only

1. i. Explain the following three vital managerial roles:

(a) Interpersonal roles

(b) Informational roles

(c) Decisional roles

(06 marks)

ii. Explain how social media can change the nature of a manager's information role?

(05 marks)

iii. Managers rely on a number of skills to perform their functions and maintain a high level of quality in their organizations. Identify and explain the three important types of managerial skills.

(10 marks)

iv. Differentiate Electiveness Vs Efficiency

(04 marks)

(Total 25 Marks)

2. i. Identify the different types of external/Macro environment and explain how one of these can influence on a business organization.

(10 marks)

ii. Briefly explain the major social responsibilities of business managers.

(10 marks)

iii. Discuss what it means to practice good business ethics. (05 marks)

(Total 25 Marks)

3. i. Identify Henri Fayol's 14 principles of management and discuss to what extent all these principles are applicable to contemporary management context.

(15 marks)

ii. Define organizational culture, and describe the seven dimensions of organizational culture.

(10 marks)

(Total 25 Marks)

4. i. Identify various types of plans and explain one of these types in detail.

(10 marks)

ii. Define decision making and discuss categories of decisions and decision making conditions.

(10 marks)

iii. Explain your understanding of intuitive decision making.

(05 marks)

(Total 25 Marks)

5. i. Define motivation and describe the motivation process

(05 marks)

ii. Explain the main argument of the Herzberg's two-factor theory and express your stand that what extent Herzberg's theory is applicable to today's employee motivation in SriLankan context.

(10 marks)

iii. Describe the Bandura's Self-Efficacy theory and briefly explain that how self-efficacy can be increased?

(10 marks)

(Total 25 Marks)

6. i. Briefly describe the Seven Traits associated with leadership. (07 Marks)

ii. Hersey and Blanchard's Situational Leadership Theory focused on follower's different stages of readiness, and different types of leadership styles. Explain this theory in detail with suitable examples.

(18 marks)

(Total 25 Marks)

7. Answer any Five (05) of the following:

- i. Tricomponents of Job Attitude
- ii. Explain briefly 'Attribution Theory' in management perspective
- iii. State Dimensions of Emotional Intelligence
- iv. Differentiate 'X' generation Vs 'Y' generation.
- v. Briefly describe the Big Five Model of personality.
- vi. Explain Organizational Citizenship Behaviour
- vii. Identify the six key elements of the Organizational Design
- viii. Explain Cognitive Dissonance Theory.
- ix. Shortcuts in Judging Others
- x. Explain the three major characteristics of the Perception Process

(Total 5X5 = 25 Marks)
