

UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration (Level II - Semester V) Examination – 2017

ACT 2222/BEC 2222/FIN 2222/HRM 2222/ INB 2222 - Crisis Management

Two (02) Hours

Answer any five questions

1. i. Briefly describe different types of crisis situations with examples
(10 Marks)
- ii. 'Crisis is a special situation.' Describe common features of a crisis situations
(10 Marks)
(Total 20 marks)
2. 'Crisis can be managed.' Do agree with this idea? Explain your argument based on the definition and stages in crisis management.
(20 Marks)
3. List disaster management theories and based on one of the listed theories briefly describe the steps that one has to be taken during a flood situation.
(20 Marks)
4. 'Risk analysis and preparation for crisis help to minimize damages of any crisis situations.' Justify this statement describing crisis planning steps.
(20 Marks)

5. Describe the role of communication in relation to employees and public during and after crisis.

(20 Marks)

6. What are the main activities that need to be done in a turnaround a crisis situation

(20 Marks)

7. List possible common personal crisis within a University and what are the possible outcome for untreated personal crisis.

(20 Marks)