

UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT & FINANCE

Bachelor of Business Administration (Level I, Semester I) (Repeat) Examination – June/July 2017

MOS 1300 – Management Process & Practice

Three (03) Hours

Answer any **FIVE (05)** Questions

This paper has six (06) questions on two (02) printed pages.

1. i. Define the term 'Management' using the following keywords and briefly explain each keyword with examples.
- a. Working with and through others
 - b. Organizational objectives
 - c. Effectiveness vs. efficiency
 - d. Limited resources
 - e. Changing environment
- (10 Marks)
- ii. Briefly explain the four functions of management.
- (04 Marks)
- iii. Explain whether the functions of management work in practice separately.
- (06 Marks)
- (Total 20 Marks)**
2. i. Summarize the elements of 'internal' and 'external' environments of an organization.
- (04 Marks)
- ii. Discuss the importance of business environment to a practicing manager.
- (06 Marks)
- iii. Define the following terms with your own words.
- a. Hawthorn effect
 - b. Theory X and Y
 - c. Systems approach
 - d. Contingency approach
 - e. Virtual organizations
- (02 X 5 = 10 Marks)
- (Total 20 Marks)**

3. i. Differentiate 'programmed decisions' from 'non-programmed decisions' in an organization. (04 Marks)
- ii. Distinguish the Rational Decision Making Model from the Administrative Decision Making Model. (08 Marks)
- iii. Briefly explain basic features of the management practices (planning, organizing, innovation and change, motivation, performance evaluation, decision making and controlling) of Sri Lankan organizations. (08 Marks)
- (Total 20 Marks)**
4. i. Describe the general planning process with examples. (08 Marks)
- ii. Briefly explain the sub-functions of organizing with examples. (06 Marks)
- iii. Briefly explain the barriers for effective communication in an organization. (06 Marks)
- (Total 20 Marks)**
5. i. Describe the Leadership Grid Theory and its importance to managers in today's organizations. (08 Marks)
- ii. Describe any theory of work motivation that you learned in the classroom. (07 Marks)
- iii. Briefly explain five (05) factors that managers of Sri Lankan organizations use to motivate their employees. (05 Marks)
- (Total 20 Marks)**
6. i. Describe the process of management controlling. (06 Marks)
- ii. Briefly explain three (03) types of management control methods. (06 Marks)
- iii. Write short notes on the followings.
- a. Grand strategies
 - b. Open book management
 - c. Balanced scorecard
 - d. Matrix structure
- (02 X 4 = 08 Marks)**
(Total 20 Marks)