

Eastern University, Sri Lanka

Faculty of Science

Third Year First Semester Examination in Science – 2013/2014

May & June 2016



OC 303 - Introduction to Management

Answer all questions

Time: 01 Hour

Part I

In each of the questions 01 to 10, select most appropriate answer from the multiple choices

01. In what order do managers typically perform the managerial functions?
  - a. Organizing, Planning, Controlling, Leading
  - b. Organizing, Leading, Planning, Controlling
  - c. Planning, Organizing, Leading, Controlling
  - d. Planning, Organizing, Controlling, Leading
  
02. When we classify managers according to their level in the organization they are described as \_\_\_\_\_.
  - a. Functional, Staff and Line managers
  - b. Top managers, Middle managers and Front line managers
  - c. High level and Lower level managers
  - d. General managers and Administrative managers
  
03. The vertical flow of communication from lower level to one or more higher levels is \_\_\_\_\_.
  - a. Downward communication
  - b. Formal Communication
  - c. Upward communication
  - d. Horizontal communication

04. Which source, of power is based on an individual's knowledge, special skills, abilities, or previous experience?
- Reward power
  - Expert power
  - Referent power
  - Legitimate power
05. Which source of power is based on a manager's ability to punish a subordinate?
- Referent power
  - Reward power
  - Legitimate power
  - Coercive power
06. Managers having the least authority and are at the lowest level in the hierarchy of the organization are called \_\_\_\_\_
- Middle level managers
  - Top level managers
  - First-line managers
  - None of the given option above
07. An organization structure that consists of manager of Marketing, manager of Finance and manager of Production, is an example of a
- Customer Departmentalization
  - Geographical departmentalization
  - Process departmentalization
  - Functional Departmentalization
08. The merging of the analyses of internal and external factors influencing an organization's strategy is known as \_\_\_\_\_.
- Complete studies
  - Organizational behaviour
  - SWOT analysis
  - Definitional analysis
09. Principle that each employee should have only one boss to report is called \_\_\_\_\_
- Unity of command
  - Chain of command
  - Scalar principle
  - Narrow span of control
10. Wages, salaries, bonus and vacation pay are examples of \_\_\_\_\_.
- Non-financial motivation
  - Extrinsic motivation
  - Financial motivation
  - Intrinsic motivation

( 03 x 10 = 30 Marks)

## Part II

### Answer all questions

1. "Planning is the process of setting goals, developing strategies, and outlining tasks and schedules to accomplish the goals". Describe three different kinds of organizational plan.

(10 Marks)

2. Explain the communication process with the suitable diagram

(10 Marks)

3. Identify and explain the four major kinds of Organizational resources with suitable example.

(10 Marks)

4. "Power is the ability to influence the behavior of others". Describe the different kinds of powers of a leader.

(10 Marks)

5. "Many organizations are experimenting with a variety of alternative work arrangements". Explain the different kinds of variable work schedules.

(10 Marks)

6. Describe the steps in the control process with a suitable example

(10 Marks)

7. Write short notes on followings

a. Job specialization

b. SWOT analysis

(05 x 2 = 10 Marks)