

EASTERN UNIVERSITY, SRI LANKA
THIRD EXAMINATION IN SCIENCE – 2005/ 2006
(Spl. REPEAT/ REPEAT)
OC 303 INTRODUCTION TO MANAGEMENT



Answer all questions

Time: 01 Hours

1. Describe four functions of management. Discuss the importance of technical, decision, and interpersonal skills in jobs you have held.
2. Define and differentiate efficiency and effectiveness? Which is more important for performance? How can an organization succeed in both simultaneously?
3. Why is it important to understand the different perspective and approaches to management theory that have evolved throughout the history of organizations?
4. Describe the environment of the organization and identify the component of the general, task and internal environments.
5. How would you define an effective reward system? What role do benefits serve in a reward system.
6. Explain the key step in rational decision-making process?
7. Define motivation and briefly explain Two – Factor theory of motivation.
8. Define “effective communication”, and explain briefly the most frequent barriers to communication, and the way how they can be overcome?
9. Discuss the potential advantage and disadvantage of using a group make decisions. Give examples in your experience.
10. What are the traits and skills does individual possess that make him or her an effective leader?

(10*10 = 100)