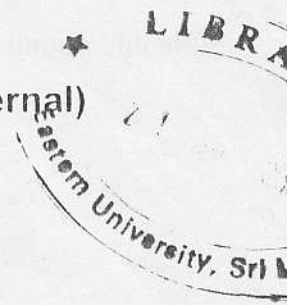


EASTERN UNIVERSITY, SRI LANKA
FIRST EXAMINATION IN ARTS (1999/2000)(External)
DECEMBER-2003
CC 104 MANAGEMENT STUDIES



Time: 03 Hours

Answer all questions in Part-I and any four questions from Part-II

PART-I

- Q1. (1) Describe how the four management processes related to one another.
- (2) Develop your own definition of management and compare it with you have learnt lecture.
- (3) Describe the three roles identified by Mintzberg.
- (4) Identify the different levels of management. Give two examples for each level.
- (5) Name two pioneers of scientific management.
- (6) Analyze the differences between open and closed systems. Which theory is more realistic?
- (7) What do you mean by the social responsibility of an organization?
- (8) Identify both the strengths and the weaknesses of Management by Objectives (MBO)?
- (9) Compare and contrast strategic and tactical planning.
- (10) Identify the four action points in contingency planning. Give examples of each.
- (11) Describe decision making under conditions of uncertainty?
- (12) Identify four techniques for managing group decision-making processes.
- (13) Define delegation and authority. How are they related?
- (14) Identify three common bases of departmentalization.
- (15) List out five different factors might affect an organization's span of management.

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- (16) Expectancy theory suggests that motivation depends on two things. Identify them.
 - (17) Identify two contemporary perspectives of leadership.
 - (18) Develop and explain the basic communicational model.
 - (19) What is controlling. How it is related to the planning?
 - (20) Describe the general sequence of activities involved in organizing process.

(Total marks 20x2=40)

Part-II

- Q2. (a) "The development of management thought has been determined by times and conditions" Do you agree or disagree? Discuss. (11 marks)
- (b) What are the four important purposes of goals? (04 marks)
- (15 marks)**
- Q3. (a) Explain the steps involved in the planning process. (05 marks)
- (b) Critically evaluate how the design of a job can affect motivation of employees in an organization. (10 marks)
- (15 marks)**
- Q4. (a) Define leadership and explain its importance for the modern business organisation. (12 marks)
- (b) What are the situational factors influencing organizational design? (03 marks)
- (15 marks)**
- Q5. (a) Explain the purpose of control, identify different types of control, and describe the steps in the controlling process. (10 marks)
- (b) Define the term 'organizing'. What are the primary reasons for organizing? (05 marks)
- (15 marks)**

(a) Explain the role and purpose of the Management Information System in today's organizations. (08 marks)

(b) "Decision making is the primary task of a manager" Comment. (07 marks)

(15 marks)

