

University of Ruhuna- Faculty of Technology

Bachelor of Engineering Technology/ Bachelor of Information and Communication Technology/

Bachelor of BioSystems Technology Honours Degree

Level 1 (Semester II) Examination, November/December 2022

Academic year 2021/22

Course Unit: TCS 1212 Fundamentals of Management

Duration: 2 hours

Instructions to candidates (Please Read Carefully):

- Answer any **four (04)** questions
- Answers should be in English, in the booklets provided.
- Always start a new question on a new page.

1. Management is an iterative process of efficiently and effectively planning, organizing, leading and controlling organizational resources to reach the specified goals, and the management discipline has been developed from the scientific management school to contemporary Management with the contribution of certain scholars.
 - a) List **four (04)** categories of resources that act as inputs to the management process. (4 marks)
 - b) Describe the difference between "Efficiency" and "Effectiveness" in Management using an example. (5 marks)
 - c) Explain the difference between Scientific Management Perspective and Behavioral Management Perspective. (8 marks)
 - d) "Maslow's hierarchy of needs can be applied to the workplace, even though it has been criticized over the years." Discuss the statement. (8 marks)

(25 marks)

2. The covid 19 pandemic has transformed the education sector, compelling teachers to incorporate new technologies in order to reach students. This external threat changed the organizations and their structure.
 - (a) Describe the difference between the external and task environments of an organization. (4 marks)
 - (b) Mention Porter's five forces in relation to the external environment of an organization. (5 marks)
 - (c) Explain with **two (02)** examples how the education sector could use technology to improve operations during the pandemic period. (8 marks)
 - (d) Discuss how organizations can overcome the barriers to control. (8 marks)

(25 marks)

3. There are four generally accepted functions of Management: Planning, Organizing, Leading and Controlling. These functions can be considered a process where each function builds on the previous function.
- a) Describe the meaning of contingency planning. (4 marks)
 - b) Briefly explain the relationship between planning and controlling. (5 marks)
 - c) Discuss two (02) advantages and two (02) disadvantages of the delegation process of an organization. (8 marks)
 - d) Explain the importance of leadership in the modern technological era (8 marks)
- (25 marks)
4. Over the last three decades, societal expectations of organizations to be socially responsible have grown exponentially. This trend is driven by technology, which provides stakeholders with more information and managers with tools to address the organizations' Corporate Social Responses (CSR).
- a) Describe the difference between values and policies. (4 marks)
 - b) Briefly describe how you can contribute to society and the environment as a technology graduate. (5 marks)
 - c) Not all stakeholders can be prioritized in taking CSR decisions. Briefly explain how stakeholders can be prioritized. (8 marks)
 - d) "Even a well-reputed organization can fail if they do not pay much attention to CSR". Discuss the statement by giving two (02) real-world examples. (8 marks)
- (25 marks)
5. Briefly explain any five (05) of the below-mentioned concepts/theories in Management.
- a) McGregor's theory X and Y
 - b) The great man theory
 - c) Span of control
 - d) Job specialization
 - e) Characteristics of effective control
 - f) Formal and informal organization structures (5 marks each)
- (25 marks)
- (Total: 100 marks)