



University of Ruhuna- Faculty of Technology

Bachelor of Engineering Technology/ Information and Communication Technology/

Bio-Systems Technology

Level 1 (Semester 2) Examination November/December 2023

Course Unit : TCS 1212 Fundamentals of Management

Time allowed: 2 hours

Answer only four (04) questions.

This paper contains three (03) pages including this instruction page.

Important instructions:

01. The medium of this examination is English.
02. This is a close book examination.
03. This examination consists of five (05) questions that are given equal marks.
04. You must answer any four (04) questions in this examination.

01. Organizational Management is “A set of activities (including planning and decision making, organizing, leading and controlling) directed at an organization’s resources (human, financial, physical and information), with the aim of achieving organizational goals in an efficient and effective manner”.

a. Explain what do you mean as an organization? (05 marks)

b. Write five (05) reasons as why human resources are important to an organization. (10 marks)

c. List and describe the skills that a manager should possess to effectively manage an organization. (10 marks)

(Total – 25 marks)

02. “Organizational Environment is dynamic and ever changing and requires the organization to be vigilant and adoptable”.

a. List five (05) general environmental factors of an organization. (05 marks)

b. Why is a business organization's organizational environment important? List and explain five (05) reasons. (10 marks)

c. Name and briefly describe two (02) contemporary management challenges. (10 marks)

(Total – 25 marks)

03. “The functions of management are a framework that outlines the key activities involved in managing an organization”.

a. Draw a diagram of the management process. (05 marks)

b. Write five (05) reasons as why planning is important to a business organization. (10 marks)

c. Describe in your own words what delegation of authority is? Write two (02) benefits and two (02) limitations of delegation of authority. (10 marks)

(Total – 25 marks)

04. "Managers as the leaders of an organization are supposed to control the process to ensure the performance standards already exists that measure actual performance, compare actual performance against the standard, and take managerial action to correct deviations or address inadequate standards".

- a. List five (05) different types of powers that a leader process in an organization. (05 marks)
 - b. Briefly describe the controlling process. (10 marks)
 - c. List and describe five (05) characteristics of an effective control system. (10 marks)
- (Total – 25 marks)

05. Briefly describe any five (05) of the following.

- a. Maslow's hierarchy of needs
 - b. Advantages of group decision making
 - c. Leadership
 - d. Job Specialization
 - e. Purpose of establishing organizational goals
 - f. Internal environment of an organization (05 marks per each)
- (Total – 25 marks)

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