

**UNIVERSITY OF RUHUNA**

**BACHELOR OF SCIENCE GENERAL DEGREE LEVEL III (SEMESTER I)**

**End EXAMINATIONS – AUGUST 2017**

**SUBJECT: Management**

**Total Marks: 60**

**COURSE UNIT: FSC 3112**

**TIME: Three (03) hours**

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***Instructions***

Answer **four (04)** questions including question number **one (01)**.

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**1)**

- (i) Explain the difference between a manager and a non-managerial employee.  
(2 Marks)
- (ii) What are the different levels of management? Describe briefly.  
(2 Marks)
- (iii) What do you mean by management by objectives (MBO)?  
(2 Marks)
- (iv) Describe briefly Henry Mintzberg's managerial roles.  
(3 Marks)
- (v) Distinguish among the different types of plans.  
(3 Marks)
- (vi) What are the types of control? Describe them briefly.  
(3 Marks)

**(Total Marks 15)**

**2) "Organizing is defined as the process of creating an organization's structure".**

- (i). What do you mean by organizational structure?  
(2 Marks)
- (ii). Describe the key elements of organizational structure.  
(4 Marks)

(iii). Contrast functional and divisional structures.

(4 Marks)

(iv). Discuss with examples, the importance of organizing for an organization.

(5 Marks)

(Total Marks 15)

**3)**

(i) What are the major sources of recruitment? Describe them with examples.

(4 Marks)

(ii) Explain the process of human resource management.

(4 Marks)

(iii) Describe briefly the selection methods that work best with management trainee position.

(3 Marks)

(iv) "Human resource is the most valuable resource of an organization".

Explain this statement.

(4 Marks)

(Total Marks 15)

**4)** "Leadership is the process of influencing a group toward the achievement of goals"

(i) Explain the various sources of power a leader might possess.

(4 Marks)

(ii) "Someone can be a manager but not a leader, a leader but not a manager".

Do you agree with the above statement? Explain your answer.

(5 Marks)

(iii) Contrast the findings of (a) the University of Iowa studies; (b) the Ohio State Studies; (c) the University of Michigan studies.

(6 Marks)

(Total Marks 15)

5) Describe three (03) of the following topics.

(i) Herzberg's Motivation-Hygiene Theory.

(ii) The control process

(iii) F.W.Taylor's contributions to scientific management

(iv) Henry Fayol's principles of Management

(Each carries 5 marks)

(Total Marks 15)

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