



## University of Ruhuna- Faculty of Technology

Bachelor of Engineering Technology Honours / Bachelor of Information & Communication  
Technology Honours / Bachelor of Biosystems Technology Honours

Level 1 (Semester 2) Examination, January 2022

Academic year 2020/2021

Course Unit: TCS 1212 Fundamentals of Management

Duration: 2 hours

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**Instructions to candidates (Please Read Carefully):**

- 1) Answer only four (04) questions.
- 2) Total Marks: 100
- 3) Answers should be in English, in the booklet provided.

01. Briefly explain five (05) of the below concepts in Management.

- a. Major types of resources of an organization
- b. Managers at different levels
- c. Legitimate power of a leader
- d. Purposes of organizational goals
- e. Resistance to control in an organization
- f. Workforce diversity

(5 marks per each)

(Total 25 marks)

02. Due to Corvid 19 pandemic, organizations had to introduce various changes in the operational process to carry out their daily operations.

- (a) What do you mean by the external environment of an organization? (4 marks)
- (b) Name five general environmental factors in an organization. (5 marks)
- (c) Explain with two examples how organizations could use technology to improve operations during the pandemic period. (8 marks)
- (d) What kind of challenges may have to face by the management of an organization due to a change in the organizational process? Explain with two (02) examples. (8 marks)

(Total 25 marks)

03. "Organizational management is an evolving process over a long period with the introduction of improvements to the overall process".

- (a) What do you mean as "Management" in organizations? (4 marks)
- (b) List five (05) assumptions in "Theory Y" introduced by McGregor. (5 marks)
- (c) Why do you think that organizations need to consider social responsibilities? Explain with two (02) examples. (8 marks)
- (d) What could be affected to an employee's ethics in an organization? Explain two (02) factors with examples. (8 marks)

(Total 25 marks)

04. Golden Finance is a leading financial institution that was established to be the market leader in the banking industry within 10 years. Recently, the management has decided to delegate more responsibilities to lower levels of management and improve service efficiency.

- (a) Explain what you mean by the "mission" of an organization. (4 marks)
- (b) List and briefly describe the delegation process in management. (5 marks)
- (c) Explain with examples two (02) benefits of delegation to the management. (8 marks)
- (d) State four (04) reasons as to why planning is important to an organization. (8 marks)

(Total 25 marks)

05. AMC Ltd. is a manufacturing company. Assume you joined this company as a senior manager, and you were assigned to develop a new controlling system for the company.

- (a) What the major levels of control you need to consider. (4 marks)
- (b) As a leader, explain two (02) things that a manager does to control his subordinates? (5 marks)
- (c) Briefly describe four (04) characteristics of an effective control system (8 marks)
- (d) If you were to appoint a member of a group of managers to implement this task what could be the challenges you may have to face. Explain two (02) factors. (8 marks)

(Total 25 marks)

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