

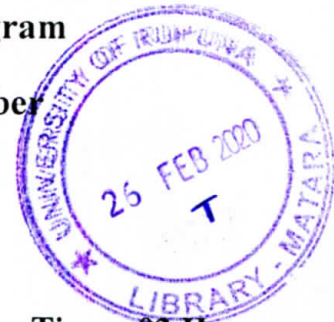
UNIVERSITY OF RUHUNA

Master of Business Management Degree Program

First Semester End Examination 2018 October

MBM 11013 - Management

Answer five (05) questions only.



Time : 03 Hours

Total Marks 60

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1. Douglas McGregor has identified two types of managers as “X” and “Y”.
- a) According to McGregor what are the characteristics of the X and Y types of managers.
- (03 Marks)
- b) Form your perspective, which types of managers are most suitable for Sri Lankan public and private sector organizations? Explain your answer.
- (04 Marks)
- c) As a manager what are the important aspects that you would emphasize in developing an incentive package to motivate your employees. Justify your answer citing appropriate motivation theories.
- (05 Marks)
- (Total Marks 12)
2. “Organizing process creates formal organization structure which ultimately produce various benefits to the whole organization”
- a) Briefly explain the significance of organizing.
- (03 Marks)
- b) List out five forms of departmentalization and explain selected one emphasizing its advantages and limitations.
- (04 Marks)

- c) "Centralization or decentralization is identified as one of the key considerations in organizing process."

Discuss what factors influence on making decision on centralization or decentralization

(05 Marks)

(Total Marks 12)

3. "Management by Objective (MBO) method is identified as one of the popular planning tool in today's business context"

- a) Differentiate single use plan and standing plan

(03 Marks)

- b) Explain the steps associated with Management by Objective (MBO) method.

(04 Marks)

- c) "Though planning is recognized as a foundation for the organizational success, many managers are not involved in the formal planning process."

Discuss why some managers are not involved in formal planning process.

(05 Marks)

(Total Marks 12)

4. "Conflict is dysfunctional and it should be avoided"

- a) Do you agree with above statement? Justify your answer.

(03 Marks)

- b) Explain the causes of conflict in the organization.

(04 Marks)

- c) Describe different approaches could be used to reduce or resolve conflict in the organization.

(05 Marks)

(Total Marks 12)

5. a) What do you mean by power? Explain how the power relates to Authority.

(06 Marks)

b) Assume that you are a Head of Department in an organization. In order to enhance your power what method would you use? Explain how do you do it?

(06 Marks)

(Total Marks 12)

6. "Work and family lives affect each other in a variety of ways. Although these two roles are mutually supportive in many aspects, there are times they conflict"

a) What are the types of work-family conflicts?

(03 Marks)

b) How could an organization support employees to effectively deal with work-family conflicts?

(04 Marks)

c) Are there any relationship between work-family conflicts and two-career-family conflicts? Explain your answer

(05 Marks)

(Total marks 12)

7. Write short notes 04 of followings concepts/applications.

- a. Scientific Management principles.
- b. Social responsibility and social responsiveness.
- c. General environment and task environment.
- d. Three domains of human actions.
- e. Different sources of power.
- f. Characteristics of an effective control system

(Each carries 03 marks)

(Total marks 12)