

UNIVERSITY OF RUHUNA

Master of Business Management Degree Programme

First Semester End Examination – December 2019

MBM 11013 - Management
Answer five (05) questions only.

Time : 03 Hours

Total Marks 60

1.

I. “For successful management, Studying the present is important, studying past is least important”. Comment on this statement.

(Marks 04)

ii. Some Managers argue that in a changing world, planning is useless, time wasting activity.

Do you agree or not with this statement? Justify your answer.

(Marks 04)

iii. Effective controlling system is important to achieve objectives of the organization.

Describe characteristics of an effective controlling system and describe how those characteristics are important to develop the organization.

(Marks 04)

(Total Marks 12)

2.

i. As a Human Resource Manager in a reputed company, Top management asked you to prepare an employee’s motivational program.

What are the factors that you have to be considered for this task? Explain with examples.

(Marks 04)

- ii. What are the main arguments of Maslow's and Herzberg's motivation theories and describe how managers use those theories to motivate their employees today.

(Marks 04)

- iii. "Most Sri Lankan managers are belonged to theory of X Managers' type". Based on the beliefs of X theory explain this statement with examples.

(Marks 04)

(Total Marks 12)

3.

- i. "Even though organizational culture often leads to create more favourable consequences towards organization development, sometimes it causes to create dysfunctional aspects as well"
Do you agree? Explain with appropriate example.

(Marks 06)

- ii. Explain with example various sources that could help employees to learn about organizational culture.

(Marks 03)

- iii. Describe the steps that an organization can take to maintain its culture.

(Marks 03)

(Total Marks 12)

4.

- i. "There are many factors that create need for organizational change"
Describe those factors with examples.

(Marks 04)

- ii. Many change management programs have become failure due to various reasons.
Analyse with examples the possible actions for success of change management programs.

(Marks 04)

- iii. How do you deal with resistance to change with different organization structures, explain with examples?

(Marks 04)

(Total Marks 12)

5.

- i. "Conflicts are normal phenomena at workplace"
Why? Justify your answer with examples.

(Marks 04)

- ii. "Conflict is not always bad"
Do you agree or not with this statement? Give reasons and justify your answer.

(Marks 04)

- iii. Analyses with examples, how those conflict management styles are more appropriate for different conflict situations.

(Marks 04)

(Total Marks 12)

6. Write short note on four (04) of followings

- i. Identify Consequences of stress and discuss the methodologies to prevent those stress.
- ii. Three Domain of human actions, Discuss with examples how those are important to today's managers.
- iii. Three pillars of ethical organizations and contemporary Management.
- iv. Programed decision and non -programed decision and how those decisions affects to development of the organizations.
- v. Nature of new workplace and todays manager
- vi. Administrative Principles and contemporary Management.

(03x04 Marks)

(Total Marks 12)
