



UNIVERSITY OF RUHUNA
FACULTY OF GRADUATE STUDIES

Degree of Master of Business Management - Academic Year 2022/2023

First Semester End Examination - June 2023

MBM 11013 - Management

- Question paper contains six (06) questions.
- Answer Five (05) questions only.

Time: 03 Hours

Question One

- I. Briefly explain three theories of management contributed to develop the classical approach to management?
(04 Marks)
 - II. Describe the Hawthorne studies and their contributions to the development of management practices.
(04 Marks)
 - III. Why organizational environment is so important for operating organizational functions? Identify and discuss major elements of general business environment.
(04 Marks)
- (Total Marks 12)

Question Two

- I. Discuss with examples, three pillars of ethical organization.
(04 Marks)
 - II. Explain the unethical practices in an organization and discuss what steps should be taken for developing ethical climate in an organization?
(04 Marks)
 - III. Explain how managers should analyze industry environment.
(04 Marks)
- (Total Marks 12)

Question Three

“Managing the dynamics of groups is complex and challenging task than managing individuals”

I. Explain briefly, group development stages.

(04 Marks)

II. Discuss main factors to be considered in developing effective group/team.

(04 Marks)

III. “Leader of the group plays a vital role to enhance performance of the group”.

Explain with examples.

(04 Marks)

(Total Marks 12)

Question Four

“Planning is a primary managerial activity that involves defining the organization’s goals and establishing an overall strategy for achieving those goals.”

I. Discuss briefly why planning is important

(04 Marks)

II. List out and explain different types of plans observed in an organization

(04 Marks)

III. How value chain analysis technique can be applied in identifying internal resource of the firm?

(04 Marks)

(Total Marks 12)

Question Five

“Organizational change is a process by which organizations move from their present undesirable state to some desired future state to increase their effectiveness.”

I. Why employees generally resist on change interventions?

(04 Marks)

II. Briefly explain managerial strategies that can be implemented to manage employee resistances on change interventions

(04 Marks)

III. How Levin's Three-Step Change Process theory can be applied effectively in managing change interventions in an organization?

(04 Marks)

(Total Marks 12)

Question Six

Write short notes on the following concepts.

- I. Management Roles
- II. Controlling process
- III. Managerial Decision making process
- IV. Mechanistic and Organic Organization

(Each carriers 03 Marks)

(Total Marks 12)

@@@@@@@@