

UNIVERSITY OF RUHUNA
BACHELOR OF SCIENCE GENERAL DEGREE LEVEL III
(SEMESTER I) EXAMINATIONS – JULY 2016

SUBJECT: FSC 3112 - Management

TIME: Two Hours
Total Marks: 60

(Answer four (04) questions including question 01.)

1)

- i) How are managers different from non-managerial employees?
(02 Marks)
 - ii) Describe different levels of management.
(03 Marks)
 - iii) Describe briefly the functions that all managers perform.
(03 Marks)
 - iv) Describe why do managers need to understand their organizational environments.
(03 Marks)
 - v) Explain the difference between job description and job specification.
(02 Marks)
 - vi) What do you mean by the term “recruitment”? What are the ways of doing it?
(03 Marks)
 - vii) Briefly describe the managerial skills needed at different management levels?
(02 Marks)
- (Total Marks 18)

2) “The most important function that a manager perform is planning”

- i) Do you agree with this statement? Explain your answer with examples.
(04 Marks)
 - ii) What are the different types of plans prepared by organizations? Explain briefly.
(05Marks)
 - iii) Explain with examples, the importance of planning for an organization.
(05 Marks)
- (Total Marks 14)

3)

i) Describe the key elements of an organizational structure.

(04 Marks)

ii) Explain the ways that a manager can departmentalize the work activities of an organization?

(05 Marks)

iii) Discuss with example the importance of dividing organizational activities into the different departments and units.

(05 Marks)

(Total Marks 14)

4)

i) What is Maslow's hierarchy of needs theory? Describe elements, pros and cons of this theory.

(04 Marks)

ii) Discuss with examples, the role of motivation for improving employee performance.

(05 Marks)

iii) According to Herzberg, "no dissatisfaction is not satisfaction". How do you explain this statement?

(05 Marks)

(Total Marks 14)

5) Briefly describe three of the following topics.

i) Managerial Grid Theory

ii) Types of Control

iii) Selection methods

iv) Span of control

(Total Marks 14)
