



008

UNIVERSITY OF RUHUNA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration Degree 1000 Level (Old Syllabus)

1st Semester End (Repeat) Examination -September/October 2020

Academic Year 2018/2019

BBA 1104 – Management

Duration: Three hours

The Question Paper contains Seven (07) questions.

Answer five (05) Questions only

1)

- i. What are the managerial skills does a manager need? Explain how these skills changes depending on management levels.

Marks 04

- ii. Taylor's scientific management principles are still found in many work settings in today; does this mean that management really has not changed in the last years? Explain

Marks 06

- iii. Describe the Hawthorne studies and their contribution to management practices.

Marks 04

(Total marks 14)

2)

- ✓ i. Why organization's environment so important? Identify and discuss major elements of general environment

External
Internal.

Marks 04

- ii. Defined culture and explain how do managers attempt to inculcate culture within organizational context?

Marks 06

- iii. Name and explain principles which are important for ethical management practices in the organizations.

Marks 04

(Total marks 14)

3)

- i. "Organizing process produce various type of benefits to whole organization" explain with example.

Marks 04

- ii. List out four forms of departmentalization, select one and explain its advantages and disadvantages.

Marks 04

- iii. Define boundary less organizational design and discuss the advantages and disadvantages of such a design.

Marks 06

(Total marks 14)

4)

- i. Describe the process of communication using simple communication model.

Marks 04

- ii. Informal communication is more effective than formal communication in the organization. Justify your answer.

Marks 04

- iii. What is the information technology-based method of communications and explain with examples the importance of such communications in modern organizational management.

Marks 06

Total marks 14

05)

- i. Briefly, describe the concept of motivation, and explain the motivation process.

Marks 04

- ii. According to Douglas McGregor, what are the characteristics of the X and Y types of managers?

Marks 04

- iii. Discuss the current motivational issues faced by the managers.

Marks 06

(Total marks 14)

06)

- i. Explain the relationship between planning – controlling with examples.

Marks 06

- ii. Discuss important components of controlling process.

Marks 04

- iii. Explain types of tools that can be used in controlling to measure organizational performance.

Marks 04

(Total marks 14)

07) Write short note on four of followings

- i. Authority and power
- ii. Management and Administration
- iii. Organizational goals and objectives
- iv. Management science or arts
- v. Managerial Grid
- vi. Main sources of power
- vii. Span of control

Each carry 3.5 marks

(Total marks 14)