



Uva Wellassa University

Faculty of Management

Degree of Bachelor of Business Management in Hospitality, Tourism and Event
Management

1st YEAR 1st SEMESTER EXAMINATION – FEBRUARY / MARCH 2012

HTE 161-3 Fundamentals of Management



Part C- Essay Questions

Answer only three (03) questions including question No.1

Marks allocation: 50 Marks

01. i. Describe differences in feed forward control, concurrent control and feedback control? (5 Marks)
- ii. Explain the steps in a well designed feedback control system. (5 Marks)
- iii. Define organizational control and explain the importance of it as a key management function. (10 Marks)
- (Total Marks 20)
02. i. Differentiate the "Efficiency" and "Effectiveness". (3 Marks)
- ii. Organizations often have 3 levels of managers. Briefly explain those management levels. (6 Marks)
- iii. Briefly explain the skills necessary for managers to perform effectively. (6 Marks)
- (Total Marks 15)
03. "Organizing is the process of identifying and grouping work to be performed, defining and delegating responsibility and authority and establishing relationship for the purpose of enabling people to work most effectively together in accomplishing objectives." - *Allan*
- i. Discuss the merits and demerits of informal organizational structures (3 Marks)
- ii. Briefly explain the new developments in organization structures? (6 Marks)
- iii. Briefly explain the contemporary organizing trends those lead to change the working places. (6 Marks)
- (Total Marks 15)

04. Motivation has become a famous topic in today business world. Companies make great efforts to motivate employees as a way of increasing organizational performances.

i. Briefly explain what the motivation is? (3 Marks)

ii. How can managers motivate employees? (Use any theory to support your answer)

(5 Marks)

iii. Why do you think motivation is very important for today business world?

(7 Marks)

(Total Marks 15)

05. i. Discuss the five sources of power. Provide examples form modern organizations.

(5 Marks)

ii. According to Tannenbaum and Schmidt, four main styles of leadership are "Tells, Sells, Consults and Joins".

Briefly explain the meaning of these four leadership styles.

(5 Marks)

iii. Discuss the main differences between a manager and a leader.

(5 Marks)

(Total Marks 15)

