

Uva Wellassa University of Sri Lanka
Faculty of Science and Technology
Department of Computer Science and Technology
Industrial Information Technology Degree Programme
End Semester Examination – September/October 2015
IIT231-2 Principles of Management



This paper consists of essay questions.

No. of pages : Three (03)
No. of questions : Five (05) Essay
Time : Two (02) hours
Marks allocated : Hundred (100) Marks



Answer any four (04) questions.

Question paper is not to be removed from examination hall.

01) Management is the dynamic, life-giving element in every organization. It is essential in all organizational efforts.

- a) Define the term "Management". (03 Marks)
- b) Briefly explain the features of an organization. (05 Marks)
- c) Briefly explain the importance of Management in the modern business environment. (10 Marks)
- d) Briefly explain the role of a manager in an organization. (07 Marks)

(Total Marks 25)

02) Organizing typically follows planning and reflects how the organization tries to accomplish the plan. It involves assigning tasks, grouping tasks into departments, delegating authority and allocating resources across the organization.

- a) "Planning brigades where an organization is and where it wants to be". Do you agree with this statement? Explain with examples. (08 Marks)
- b) Briefly explain three (03) limitations of planning. (06 Marks)
- c) Describe the process of organizing. (06 Marks)

- d) Differentiate "Formal groups" and "Informal groups" in an organization giving two (02) examples for each.

(05 Marks)

(Total Marks 25)

- 03) Directing involves determining the course, giving order and instruction and providing dynamic leadership to people working in an organization.

- a) Briefly explain three (03) elements of "Directing".

(09 Marks)

- b) Briefly explain the importance of "Directing" with appropriate examples.

(05 Marks)

- c) Describe three (03) types of communication barriers which affects "Directing".

(06 Marks)

- d) Briefly explain the term "Span of Management" with a suitable example.

(05 Marks)

(Total Marks 25)

- 04) Managers use strategic, tactical, and operational goals to direct employees and resources toward achieving specific outcomes that enable the organization to perform efficiency and effectively. They use a number of planning approaches such as, Management by objectives (MBO), Single use plans, Standing plans, Contingency plans.

- a) Define the following providing an example for each.

- I. Strategic goal
- II. Tactical goal
- III. Operational goal

(3 × 3 = 9 Marks)

- b) Briefly explain two (02) issues in Management by Objectives.

(04 Marks)

- c) Differentiate "Single use plans" and "Standing plans". Give examples for each.

(05 Marks)

- d) Explain three (03) important factors which managers must consider when preparing the contingency plans.

(07 Marks)

(Total Marks 25)

05) Write short notes on following.

- a) Organizational Citizenship
- b) Employee Motivation
- c) Organizational Commitment
- d) Perceptual Distortions
- e) Person Job Fit



(5 × 5 = 25 Marks)