



**Uva Wellassa University**  
**Faculty of Management**



*Year 1 Semester I - Examination February/March 2010*

**Degree of Bachelor of Business Management in Hospitality Tourism  
and Events Management**

**HTE 151-2 Developing Managerial Skills**

Time : One (01) hour and forty (40) minutes  
Total marks : 85 marks

Index No:

**PART C – Essay Questions**

**Answer two (02) questions from part “C” including question number one (01)**  
**Total marks 50**

1. Write short notes about any three (03) of followings. (30 marks)
  - I. Management By Objectives (MBO)
  - II. Corporate Social Responsibility (CSR)
  - III. Delphi method for decision making
  - IV. Money and Motivation
  - V. Barriers for Organizational Communication
  
2. (20 marks)
  - I. Briefly explain the components of an organization’s environment.
  - II. Discuss the three (03) types of controls available for managers.
  - III. Briefly explain the programmed and non-programmed decisions by giving examples.
  - IV. Why planning is important for any organization?
  
3. Comment on the following statements (20 marks)
  - I. “Communication is critical for managers”
  - II. “Groups and teams help organizations to gain competitive advantage”
  - III. “Good manager must essentially be a good leader”
  - IV. “Delegation of authority is not essential for better management”