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**EASTERN UNIVERSITY, SRI LANKA**

**Faculty of Commerce and Management**

**First Year /First Semester Examination in Bachelor of Business Administration  
and Bachelor of Commerce 2017/18 (July 2019)**

**Repeat**

**MGT 1024 Principles of Management**

Fill in the blanks with appropriate answers in this question paper. All the blanks carry one mark each.

- a) ..... is an analysis of an organization's strengths, weaknesses, opportunities and threats.
- b) **Theory X** and **Theory Y** was developed by .....
- c) Skills required of any manager are classified under **three different types**, they are ....., ..... and .....
- d) Management has to plan for **long-range** and ..... future direction by looking ahead into the future.
- e) In organizational settings, there are usually five kinds of **power**; legitimate, ....., coercive, ..... and .....power.
- f) In the **leadership Grid** the horizontal axis represents concern for production and vertical axis represents concern for .....
- g) **David C. McClelland** has identified three types of basic motivating needs as - (a) need for ....., (b) need for ....., and (c) need for .....
- h) **Hersey and Blanchard's Situational Leadership Theory (SLT)** specifies four leadership styles as telling, ..... Participating and .....

- i) The classical approach to management thoughts includes **scientific theory**,....., and .....
- j) The traditional way of classifying leadership is based on the use of **authority** and those three classifications are: .....and .....
- k) Recognition of the close link between an organization's decisions and activities on the **natural environment** is called .....
- l) **Principles, values, and beliefs** that define what is right and wrong behavior .....
- m) The goal directed effort depends on **goal difficulty**, ..... **acceptance**, and ..... in **goal setting theory** of .....
- n) **MBO** is a management technique for increasing employee involve ..... and controlling activities.
- o) Develop the plan, translate the plan, ..... execute the plan, and monitor and learn are the five elements in **organizational process**.
- p) The two factors in **Herzberg's Two factor theory** are .....
- q) There are four types of **communication networks**. They ..... and all .....