



Eastern University, Sri Lanka

Third year second semester Examination in Science

2007/ 08 (Special Repeat)

(December/January)

OC 303 – Introduction to Management

Answer all Questions

Time: ²~~3~~ Hours

1. Briefly describe the types of **management skills** that are important to managerial effectiveness.
2. Describe the components of the **External** and **Internal** environments.
3. Define and differentiate the term “**effectiveness and efficiency**”?
4. Discuss the **benefits** and **limitations** of planning.
5. Describe the most common methods of **group decision making**.
6. Why do you think organization have increased the use of **group decision making**?. Discuss..
7. Define **motivation** and explain **Maslow’s Hierarchy** of needs theory of motivation.
8. Define **leadership** and explain its importance to the modern business organization.
9. What are the barriers to **effective communication** and briefly explain the strategies to overcome it.
10. Describe how **control** is related to the other management functions of planning, organizing and leading.

(Marks 10*10=100)