

TG/2017/269

University of Ruhuna - Faculty of Technology
Bachelor of Information & Communication Technology Degree
Level 1 (Semester 11) Examination
2019

20/10/2019
Chomela

Course Unit: TCS1212, Fundamentals of Management

Answer any four (04) questions

Time Allowed: 2 hours

This question paper contains **03** pages including this instruction page

IMPORTANT INSTRUCTIONS:

1. The medium of this examination is **English**.
2. This is a **Closed Book** examination.
3. This Examination consists of **five (05)** questions that are given equal marks.
4. You must **answer any four (04)** questions in this examination.

Q1.

- a. List down **three** main characteristics of Management (03 marks)
- b. Identify the **four** main categories of resources in any organization by providing at least **two** examples for each resource category. (06 marks)
- c. Contrast efficiency and effectiveness. Give an example of a time when organization was effective but not efficient, efficient but not effective, both efficient and effective and neither efficient nor effective. (16 marks)

Q2.

- a. There are different kinds of managers at different levels and areas of the organization. List down the managers at different levels and areas in the organization. (4 marks)
- b. Briefly explain the imperative managerial skills needed for a project manager. (8 marks)
- c. Explain the managerial roles which are needed to capitalize more by a production manager in the manufacturing industry. (13 marks)

Q3.

- a. List down the **four** building blocks of organizing function in the management (4 marks)
- b. Briefly explain the Chain of Command and the Span of Management in an organization. (9 marks)
- c. The Information Technology (IT) industry must be able to respond and react faster in the prompt growth and change environment and technology in order to sustain and compete successfully. The contribution and commitment of employees are very important in IT industry because it will enable the company to have good performance and achieve their own objective, mission, and vision. Further, the organizational structures will influence the employee's job satisfaction. Therefore, organizational structure plays an important role in creating employees' satisfaction and further improving the sustainability of the IT industry. There are two types of structures commonly being used, they are, mechanistic and organic structure.

How to form the organizational structure to enhance the employee's job satisfaction in the IT industry? State your opinion with a justification.

(12 marks)

Q4.

- a. List down **five** kinds of power essential for a leader. (5 marks)
- b. Briefly explain **at least four** uses of power in an organization (8 marks)
- c. Some people state that "Some managers are good leaders, though good leaders are not always good managers". Do you agree or disagree? State your opinion with a justification. (12 marks)

Q5.

- a. List down **five task/operating environment** factors which affect the business environment. (5 marks)
- b. Briefly explain how **Porter's five competitive forces** affect organizations (10 marks)
- c. Explain with examples how organizations adapt to their environment. (10 marks)