



SABARAGAMUWA UNIVERSITY OF SRI LANKA
FACULTY OF GRADUATE STUDIES

014

MBA/PGD BUSINESS ADMINISTRATION
YEAR I SEMESTER I EXAMINATION - JULY/AUGUST 2019

MANAGEMENT PROCESS AND PRACTICES - MBA 311 (REPEAT)

Time Allowed: THREE (03) hours

Answer all the questions.

- 1 a Differentiate 'efficiency' and 'effectiveness' with examples. (08 marks)
b "A business organization is an open system". Elaborate this statement by providing suitable examples. (12 marks)
- 2 a Explain the link between 'Power' and 'Leadership'. (08 marks)
b Explain the components of a company 'Vision' as per the model introduced by Collins and Porras (1996). (12 marks)
- 3 a Describe the three types of operational controls that can be used by a business organization. (08 marks)
b "Although formal communication is different from informal communication, the communication process remains the same. Do you agree or disagree with this statement? Justify your answer. (12 marks)
- 4 a Explain how to motivate an employee for higher performance by using Victor Vroom's Expectancy Theory. (08 marks)
b Elaborate different strategic directions that a company can follow as per the Ansoff's Strategic Direction Model. (12 marks)
- 5 a Explain the difference between structured problems and unstructured problems faced by managers. (08 marks)
b "Traditional organizations have different structural boundaries that prevent them successfully competing in a changing business environment"
 - i. What are the structural boundaries prevail in traditional organizations? (04 marks)
 - ii. What are the different ways of creating boundary less organizations? Explain your answer with appropriate examples. (08 marks)