



The Open University of Sri Lanka
 BSc./B.Ed Degree Programme
 Level – 03
 Final Examination – 2019/2020
 MSU3208/MCU1108 - Managing Your Work and People
 Duration: Two (02) Hours

Date: 16.01.2020

Time: 09.30 AM – 11.30 AM

Instructions:

Answer any **four (04)** questions.

All questions carry equal marks.

01. (i) Explain in brief what is meant by ‘communication’. (05 Marks)
 (ii) “Communication is a Process”. Describe in brief what do you understand by this statement. (10 Marks)
 (iii) Discuss four obstacles to effective communication. (10 Marks)
02. “Control is defined as the monitoring and modification of organizational activities to ensure that predetermined standards are met and plans are carried out”.
 (i) Discuss the key steps of the control process. (10 Marks)
 (ii) What are the dysfunctional side effects of control systems and the causes for such side effects? (15 Marks)
03. (i) Define the term organization, using your own words. (07 Marks)
 (ii) Differentiate between efficiency and productivity with appropriate examples. (18 Marks)
04. (i) Explain what is meant by ‘motivation’. (07 Marks)
 (ii) Briefly explain the “Herzberg’s Two Factor Theory” of motivation and discuss its applicability to motivate employees in an organization. (18 Marks)
05. Write short notes on the following.
 (i) Managerial roles.
 (ii) Total quality management.
 (iii) Leadership.
 (iv) Organizational structure.
 (v) Task environment. (5 * 5 = 25 Marks)

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