

සියලු ම හිමිකම් ඇවිරිණි / All Right Reserved / முழுப் பதிவுரிமை உள்ளது		
 <div style="border: 1px solid black; padding: 5px; margin: 5px auto; width: 80%;"> <p style="text-align: center; margin: 0;"> ශ්‍රී ලංකා සංවර්ධන පරිපාලන ආයතනය இலங்கை அபிவிருத்தி நிர்வாக நிறுவனம் SRI LANKA INSTITUTE OF DEVELOPMENT ADMINISTRATION </p> </div> 		
<div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 90%;"> <p style="text-align: center; margin: 0;"> Efficiency bar examination for officers in Grade I of Class III of Sri Lanka Information and Communication Technology Service. </p> </div>		
<div style="border: 1px solid black; padding: 5px; width: 100%;"> Time- 3 hours </div>	<div style="border: 1px solid black; padding: 5px; width: 100%;"> Management and Organization (03) </div>	<div style="border: 1px solid black; padding: 5px; width: 100%;"> විකල්ප අංකය Index No. / මග (අ) </div>

Answer only five (5) questions. Each question carries equal marks.

1. "Management is getting things done through people." Describe how managers put this activity into practice by giving relevant examples. (20 marks)
2. Discuss the steps to be followed in the preparation of a strategic plan. (20 marks)
3. I. Name Two (02) leadership styles and discuss them.
II. What are the sources of power? (20 marks)
4. I. What is meant by employee motivation? Discuss how Maslow's Hierarch of Needs can be used in employee motivation. (20 marks)
5. I. Outline the communication process.
II. What are the barriers to effective communication? (20 marks)
6. What are the factors to be considered by a manager when delegating work to a subordinate? (20 marks)
7. Write short notes on two of the following headings. (20 marks)
 - i. Organization chart
 - ii. Managerial roles of Henry Mintzberg
 - iii. Line authority
 - iv. Span of control
