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 <div style="text-align: center;"> <p>ශ්‍රී ලංකා සංවර්ධන පරිපාලන ආයතනය இலங்கை அபிவிருத்தி நிர்வாக நிறுவகம் SRI LANKA INSTITUTE OF DEVELOPMENT ADMINISTRATION</p> </div>		
Second Efficiency Bar Examination for Officers of Sri Lanka Accountants' Service 2019(II)		
Time: 03 Hours	Management and Organization (20)	විකාශ අංකය Index No / சுட்டெண்

- Answer all questions.

- “Volatility, Uncertainty, Complexity and Ambiguity, which are abbreviated as VUCA, are fourfold phenomena that should both be faced and overcome by any individual in the field of management”

Analyse as to how the above extract becomes relevant to the organization that you serve in terms of planning subsequent to passing of the annual appropriation in parliament and budget control. (20 Marks)
- “Although empathy is highly significant in maintaining healthy interpersonal relations in offices, particularly in government offices, empathy does not occur without self-awareness and self-regulation”

Explain your opinion relating to the above statement with practical examples. (20 Marks)
- Explain with examples the effectiveness of the methods of communication used by government offices to ensure uninterrupted services of government in the face of corona pandemic. (10 Marks)
 - Analyse how the main barriers, i.e. physical barriers, temporal barriers and psychological barriers, which prepare an individual’s mentality to work, affects the performance of public officers who work from home. (10 Marks)
- “Leaders of 21st century prepare to live and work in high-paced, unstable and constantly disrupting globe. In order to prosper in their professional lives and to rise up as social leaders, they need to blend skills and competencies of various people transcending the borders to solve common issues”

Explain as to how the public sector of Sri Lanka should get prepared for such situations. (20 Marks)
- “The most challenging situation in the fast changing social conditions is taking tough decisions on individual performance and retaining the high capacity knowledge workers in the public sector.” Give your opinions. (20 Marks)
