



Sri Lanka Institute of Development Administration

Second Efficiency Bar Examination for Officers in Sri Lanka Administrative Service-2013 (I)

Management and Organizational Methods (10)

Answer five (05) questions only

Three Hours

01. Illustrate the process of management? Briefly explain each step in the process.
02. Briefly discuss the contributions made by the Scientific Management School and the Human Relations School to the evolution of management concepts.
03. What do you mean by delegation? Explain the benefits of delegation to the organization, to the subordinates and to the supervisor.
04. Managing time is essential for a successful manager. Explain techniques with the examples that a manager could use to manage time effectively.
05. “Leadership is the capability to translate vision in to reality” – Warren Bennis. Examine this statement with examples.
06. Formalization and centralization are two important dimensions of organizational structure. Explain with examples.
07. “Resistance to change” is a challenge that any manager/ administrator could face in organizations. Explain how to overcome such challenges giving examples from the organizations you are familiar with.
08. Write notes on the following.
 - a. Max Weber’s Ideal Type of Bureaucracy.
 - b. Maslow’s Needs Hierarchy Theory.
 - c. Citizens Charter.
 - d. Organizational Culture.
