



SLIATE

SRI LANKA INSTITUTE OF ADVANCED TECHNOLOGICAL EDUCATION

(Established in the Ministry of Higher Education, vide in Act No. 29 of 1995)

Higher National Diploma in Business Administration

Second Year, Second Semester Examination – 2016

BA 2243 – Human Resource Management

Instructions for Candidates:

Answer any five questions

No. of questions : 06

No. of pages : 03

Time : **03 hours**

Question 01

- i.) Define Human Resource Management and briefly describe the importance of HRM for the organization. (05 marks)
- ii.) Job designing has a direct impact on employee and organizational success. Do you agree? Describe. (06 marks)
- iii.) Explain the following terms.
 - a. Job description and job specification
 - b. Job enrichment and job enlargement
 - c. Auditing current HR and identifying and arranging possible replacement(03 x 3= 09 marks)
(Total 20 marks)

Question 02

- i.) “**Simple word of mouth** is suitable to fill a vacancy compared to **paper advertising**”. Explain this statement with advantages and disadvantages of 02 methods. (06 marks)
 - ii.) When conducting interviews, errors can arise from interviewers too. What kind of errors that can happen from them? (05 marks)
 - iii.) When implementing induction programme, organizations do several mistakes. What are they? (05 marks)
 - iv.) What is post-employment vetting? (04 marks)
- (Total 20 marks)

Question 03

- i.) Briefly define the term “Employee Performance Evaluation” (03 marks)
- ii.) “Employee performance evaluation (EPE) is a powerful communication tool”. Do you agree? What kind of information communicated to employees through PE? (06 marks)
- iii.) When implementing performance evaluation, organizations face several issues. What are they? (05 marks)
- iv.) Briefly describe the followings.
 - a. Graphic Rating Scale
 - b. Critical Incident method
 - c. Management by Objective (MBO) (02 x 3= 06 marks)(Total 20 marks)

Question 04

- i.) “Identifying training need is essential for the success of training”. Describe this statement. (06 marks)
- ii.) Mr. Jagathe Munasinghe is a production flow supervisor and believes that learning by observation is the best training approach. He is highly technical skilled, impatient and unpredictable. He gets impatient and irritable when inexperienced workers repeat the same explanation. Further he rapidly explains the things and shout at workers. Mr.Munasinghe thinks explanation need not to be repeated again and again, and employees should try harder to remember them.
 - a. Is Mr.Munasinghe good or bad trainer? Why? (05 marks)
 - b. According to the above case what HRM problems are faced by the company? (04 marks)
- iii.) Job Rotation is a job designing method as well as a training method. Briefly explain. (05 marks)
(Total 20 marks)

Question 05

- i.) “Sound pay management system is important for the organization”. Explain. (05 marks)
- ii.) What are the equity issues in pay management? (06 marks)
- iii.) Giving promotions create importance to the organization. What are they? (05 marks)
- iv.) Briefly explain retrenchment and layoff. (04 marks)
(Total 20 marks)

Question 06

- i.) Sheela is a newly joined stenographer of Peter Jayawardana who is the sales manager. Sheela is a competent and attractive young worker and popular among others. Mr. Jayawardana is 45 years old, married many years ago. He is an older and experienced employee within the company. After a few days Sheela was badly abused by Mr. Jayawardana and she got upset with that and affected to her work. Her friend identified Sheela is not active like earlier and moody. She talked to Sheela and got to know about the incident.
Explain how Sheela can solve her grievance, according to what you have learnt in the classroom. (06 marks)
- ii.) What are the advantages and disadvantages of trade unions? (04 marks)
- iii.) "Health and safety of employee is a responsibility of HR manager" discuss. (06 marks)
- iv.) Briefly explain Hot Stove Rule. (04 marks)
- (Total 20 marks)