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 Technology (Agriculture)
Second Year, 2nd Semester Examination – 2015 (New)
AG2202: Human Resource Management

Instructions for Candidates: No of pages   : 05
The question paper contain part 1 and part 11   No of Questions: 05
Answer all the questions in part 1 and (02) questions only in part 11   Time: 1.5 hours only

Part-I

01.
 i. What is change management?   (05 marks)
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ii. Write five organizational changes.   (05 marks)
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iii .Write three phases of change management process.   (06 marks)
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iv. Write two important benefits of training and development of employees in an organization.
                                                                       (04 marks)
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02.
 i. Define management style   (05 marks)
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ii. What are the two main contrasting management styles? (03 marks)

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iii. What do you mean by following terms?

    a. Employee empowerment (05 marks)

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    b. Labour Law (05 marks)

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iv. Write two labour laws related to the scope of social security. (02 marks)

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Part 11

03 i. Explain the activities relating to recruitment. (10 marks)
    ii. Describe the contents of a job description with suitable examples (10 marks)
    iii. Write an essay on "Benefit of job matching" (10 marks)

04. i. Explain the functions of human resource management. (10 marks)
    ii. Write short note on "Special qualities of human resource" (10 marks)
    iii Explain the competencies needed in human resource manager. (10 marks)

05. i. Discuss the motivation of employee by using Maslow need hierarchy theory.(10 marks)
    ii. "Ethics can be considered as an asset for business/ organization"
        Do you agree with the above statement?
        Give reasons for your answer. (10 marks)
    iii. Explain situations that can cause conflict in the workplace. (10 marks)

Marking Scheme
AG 2202 Human Resource Management - 2015

Part 1

01.
   i. An approach to shifting/ transitioning individuals, teams, and organizations from a current state to a desired future state   (05 marks)

   ii. * mission changes
     * Strategic changes
     * Operational changes
     * Technological changes
     * Changing the attitudes and behaviors of personnel
                           (1 x 5 = o5 marks)

   iii. Phase 1 – preparing for change
     Phase 2 – managing change
     Phase 3 – Reinforcing change
     Correct three 2x3 =06 marks

   iv. * Optimum utilization of human resources
     * Development of skills of employees
     * Increase productivity
     * Develop team spirit

     Any correct two points 2x2 = 04 marks

02.
   i. Characteristic ways of making decisions relating to subordinates
                           (05 marks)

   ii. Autocratic
     Democratic/ permissive
           1.5x2 = 03 marks

   iii. a. Employee empowerment
      A strategy and philosophy that enables employees to make decisions about their job
                      (05 marks)
     b. Labour Law
     Supreme power of a state commanding what is right and wrong for relating to their employment   (05 marks)

iv. Employees provident fund (EPF)
   Employee's trust fund (ETF)
   Payment of gratuity act
                1x2 = 02 marks

Part 11

03. i. Developing selection criteria
       Advertising
       Short listing
       Testing
       Screening and selection
       Examine the referee reports
       Making Decision
       Medical examinations
       If any five points are explained 2 x 5 = 10 marks

ii. The title of the job
     To whom the employee is responsible
     For whom the employee is responsible
     A simple description of the role and duties of the employee within the organization
     Explaining the above four points 1.5 x 4 = 6 marks
     Suitable example   = 4 marks
                                            10 marks

iii. Minimize hiring mistakes
     Identify strengths and limitation
     Target developmental needs
     Improve job satisfaction and productivity
     Reduce conflict and absenteeism
     If explaining any four points 2.5 x 4 = 10 marks

04.
  i.   * Human resource acquiring
       * Human resource development
       * Human resource motivation
       * Human resource administration
       * Human resource relationship
       If above five points are explaining 2 x5 = 10 marks

  ii. Special Qualities of Human Resource
       * Live, Active Resource
       * Ability to think, Feel and react

* Ability to influence on cost of human resource or salary
* Increase the value of human resource with time through experience, training and education
* Ability to organize
* Difficult to predict
  * Creativity
  * Ability to take decision on other resources

   If any five qualities are explaining 2 x5 = 10 marks

iii. Competencies needed for human resource manager

   * Ability to do strategic operation
   * Ability to understand
   * Ability to evaluate
   * Need to maintain good relation with others
   * Ability to work as middlemen
   * Ability to express own ideas
   Above five points or any other correct five points 2 x 5 = 10 marks

05.

i. According to the Maslow theory, people are motivated by unsatisfied needs. The lower level needs such as physiological and safety needs will have to be satisfied before higher level needs are to be addressed. We can relate Maslow's hierarchy of needs theory with employee motivation. For example, if a manager is trying to motivate his employees by satisfying their needs.

The needs, listed from basic to most complex are as follows

* Physiology (Hunger/ thirst/sleep, etc.)

* Safety/ security/ shelter/health

* Belongingness/love/friendship

* Self – esteem/Recognition/ Achievement

* Self actualization

Naming five needs 1 x5 = 05 marks

Explaining Theory   = 05 marks

ii.   Agree   - 02 marks

* More humanized organizational culture

* A lower probability of failure due to moral lapses

* Greater ease in obtaining happiness for the members of the organization

* Increased value generation

* Higher satisfaction

If any correct four reasons   2 x 4 = 08 marks

iii. * Misunderstanding or lack of information

 * Changes in the workplace

* Actions taken by a supervisor

* Evaluation of work performance

* Personal situations that affect work performance

Above points or any other correct five points 2 x 5 =10 marks