



University of Ruhuna- Faculty of Technology
Bachelor of Engineering / Bio Systems Technology Honors
Level 4 (Semester 1) Examination, June 2023
Academic year 2021/2022

Course Unit: TCS 4121 Human Resource Management

Time allowed: 2 Hours

Answer only Four (04) questions

Total marks: 100

Question No. 01

It is not an exaggeration that Human Resource is the most significant resource compared with other resources. Other resources make things possible, but only human resources make things happen.

a) Do you agree with the statement? Discuss the validity of the above statement using your own words.

(05 Marks)

b) Briefly describe four (04) consequences of an inappropriate job design.

(08 Marks)

c) Explain four (04) forecasting techniques used by organizations in forecasting future demand for Human Resources.

(12 Marks)

(Total 25 Marks)

Question No. 02

a) Recruitment is the process of finding and attracting suitably qualified people to apply for employment. Define the internal recruitment method and state **two (02)** advantages and **two (02)** disadvantages of the internal recruitment method.

(05 Marks)

b) Briefly explain **four (04)** types of interviews based on the nature of the questions asked at the selection interview.

(08 Marks)

c) Induction is the Human Resource Management function that systematically and formally introduces the new employee to the organization, the job, the work group to which the newcomer will belong and the work environment where the newcomer will work. State the Induction Process and explain each of the steps that you are going to follow by assuming you are a Human Resource Manager in a well reputed organization.

(12 Marks)

(Total 25 Marks)

Question No. 03

Mr. Gaambeera is the manager of Maradana (Zone 10 Colombo) branch of XYZ Bank. The XYZ bank is one of the commercial banks in Sri Lanka and has over 50 branches in various district capitals and major towns in the island. The head office is situated in Zone 1 of Colombo City.

Mr. Heenatiya is a cashier – clerk in the Maradana branch for the past three years. He had worked in the same position for three years at the Anuradhapura branch. Heenatiya is not a high-speed worker but is extremely accurate and very methodical. He works without supervision and openly refuses when detailed instructions are given.

a) Assume yourself to be the manager of the Maradana branch and list **three (03)** types of errors. Briefly explain **one (01)** of the above errors which would happen from your side in evaluating the performance of the employees.

(05 Marks)

b) As the manager of the Maradana branch, explain the process you are going to follow in providing training facilities to Mr. Heenatiya in increasing his performance.

(08 Marks)

c) There are many changes in Human Resource Management due to technological developments. List and describe **three (03)** of the current trends.

(12 Marks)

(Total 25 Marks)

Question No. 04

a) Discipline involves controlling the work and behavior of employees in compliance with all the relevant rules and regulations to achieve organizational goals and objectives. Briefly explain **two (02)** types of disciplines that can be used in an organization.

(05 Marks)

b) All forms of pay of rewards going to employees and arising from their employment is known as the employee compensation. Briefly explain **four (04)** determinants you have to consider when deciding pay rates as a Human Resource Manager.

(08 Marks)

c) Workers are non-managerial employees, and they are organized as a trade union in the context of Labor Relations. Explain **four (04)** advantages of having a trade union in an organization.

(12 Marks)

(Total 25 Marks)

Question No. 05

Briefly describe **five (05)** of the following concepts in Human Resource Management.

- a) Methods of Job Analysis data collection (05 Marks)
- b) Process of hiring (05 Marks)
- c) Principles of grievance handling (05 Marks)
- d) Hot stove rule (05 Marks)
- e) Importance of induction (05 Marks)
- f) Labor relations system (05 Marks)

(Total 25 Marks)