



UNIVERSITY OF RUHUNA
FACULTY OF MANAGEMENT AND FINANCE

No. of Pages : 02
No. of Questions: 05
Total Marks :70

BACHELOR OF BUSINESS ADMINISTRATION HONOURS DEGREE

Three Hours

3000 LEVEL FIRST SEMESTER END EXAMINATION AUG/SEP 2023

HRM 31403 - Human Resource Development

Academic year 2022/2023

Instructions

- ➔ The question paper contains (five) 05 questions.
- ➔ Answer all questions

1.

i. What do you mean by Human Resource Development? Briefly explain with definition and Human Resource Development functions.

(4 Marks)

ii. What do you mean by learning, and why learning is vital in Human Resource Development initiatives? Explain

(5 Marks)

iii. Explain the three crucial areas, trainee characteristics, training design, and transfer of training, that play a pivotal role in maximizing the effectiveness of a training program.

(5 Marks)

(Total Marks: 14)

2.

i. What are the potential benefits for employees when an organization embraces the triangle of success in its Human Resource Development approach?

(03 Marks)

ii. What are the specific organizational goals or objectives that the Human Resource Development initiative aims to support?

(03 Marks)

iii. What techniques can an organization employ to identify skill gaps and development needs among its employees?

(08 Marks)

(Total marks: 14)

3. Assume you are a human resource development manager of a manufacturing organization in Sri Lanka. You observed that the sales force of this organization is not performing well. Answer the following questions concerning designing and implementing this organization's Human Resource Development intervention.

i. Rationally select the most appropriate training method/s and training technique/s to be proposed by you.

(04 Marks)

ii. What resources will be required for the program's successful implementation, including materials, trainers, technology, and facilities?

(05 Marks)

iii. How will you measure the success of the Human Resource Development program?

(05 Marks)

(Total marks: 14)

4.

i. What do you mean by Employee Socialization and Orientation? Explain

(04 Marks)

ii. What are the socialization categories and orientation program contents? Explain

(05 Marks)

iii. A new employee is about to start their job. They have been given a realistic job preview (RJP) that describes the positive and negative aspects of the job. How can the RJP help the new employee be successful in his new role?

(05 Marks)

5. Write short notes about the following.

i. Explain the three categories of skills training.

ii. Coaching as a tool for improving performance

iii. Counseling as a Human Resource Development intervention and components of counseling to develop people.

iv. Sources of resistance to change.

(Each carries 3.5 marks)

(Total marks: 14)
