



UNIVERSITY OF RUHUNA  
FACULTY OF MANAGEMENT AND FINANCE

No of Pages: 03  
No of Questions: 06  
Total Marks: 70

BBA 1204 –Human Resources Management

BACHELOR OF BUSINESS ADMINISTRATION DEGREE 1000 LEVEL

SECOND SEMESTER END EXAMINATION – JUNE 2015

*Three Hours*

**Instructions:**

- ➔ Answer **five (05)** questions including question number one (01).

1)

**Management trainee**

Peumee had been employed in Human capital solution company as an employment office manager for just ten weeks. She had spent the first week acquainting herself with office procedures and trying to get a feel for the deeds of the employment office. The employment office handles the recruiting and selecting for a large corporation employing about 1000 persons. It screens about 2000 people a year and hires 20-30 percent of those screened.

Peumee noticed a position requisition for a management trainee for one of the offices from the southern province in Sri Lanka.. This requisition had been on a file for four weeks and had remained unfilled. Peumee took it upon herself to fill the requisition as soon as possible. Two days later, a very likely looking candidate for the position was referred to her from a testing.

The individual who had been referred to Peumee was Wimal, an aggressive Young man of age 22. He had not finished his higher studies yet; one semester should be completed for graduation. When questioned, Wimal revealed that he had stopped studies to support his terminally ill mother after his father died of a cancer. Wimal was an impressive young man and his firm handshake, pleasant smiles, and quick wit impressed Peumee immediately. His scores on the aptitude test were not as high as peumee liked, but she felt that personal qualities exhibited by Wimal overcome these gaps further. Peumee felt it was very obvious that this individual was the kind of person who would make a good manager and saw no need to contact Wimal's former employer. Peumee sent Wimal to the manager of the office where the position was located. Shortly thereafter, Peumee received a phone call from the manager indicating that he shared her high opinion of this young man and Wimal was hired. Three weeks later Peumee got a call from the manager. The manager most angrily suggested that Peumee ought to be a bit more careful in the kinds of candidates chosen to be considered as management trainee

4) i) Suppose that you have been appointed as the new Training and Development Manager in a Service Organization of your choices. The Managing Director of this company doesn't believe in training and development and just consider it as a waste of resources. How do you change the attitudes of Managing director of this company?

(Marks 07)

ii) What are the purposes of career management for employee and the organization?

(Marks 05)

(Total Marks 12)

5) i) Describe in detail the factors to be considered in designing and operating the pay structure in an organization.

(Marks 07)

ii) "Generally demotions are not encouraged to practice".

Comment

(Marks 05)

(Total marks 12)

6) Write explanatory notes on three (03) of followings

- i) Serious and non-serious offences
- ii) Preventive discipline and corrective discipline
- iii) Internal equity and external equity
- iv) BARS and BOS
- v) Determinants of career plateau.

(Each carries 04 marks)

(Total marks 12)

\*\*\*\*\*