

University of Ruhuna - Faculty of Technology

Bachelor of Engineering Technology

Level 4 (Semester 1) Examination, December 2020

Course Unit: TCS 4121 Human Resource Management

Time Allowed : 2 hours

Total Marks : 100

Answer only four (04) questions

01. The changing environment today is influencing what human resource managers do and how they do it. Globalization means more competition that pressure to lower costs, more productive employees and quality production. Technology is requiring employees to be technologically well informed and pressuring employees to improve their human resource.

- (a) Describe what you mean as “**Human Resource Management (HRM)**”. (5 marks)
- (b) Explain with an example of how Human Resource Management concepts and techniques can be used by all managers? (8 marks)
- (c) What are the current trends in Human Resource Management due to technological developments and globalization? List and describe **three (03)** factors. (12 marks)

[Total 25 marks]

02. Trans Lanka Ltd. is leading telecommunication providing organization in the country. During the last five years, the company recorded a slow growth with the overall performance. Therefore the management deployed a consulting institute to conduct an independent evaluation on this situation and provide the recommendations. It has revealed several issues and recommended several improvements to the management process. Among those to conduct annual performance evaluation to maintain a competitive compensation for employees and to have an effective Management Information System (MIS) within the organization were recommended.

- (a) List **five (05)** different employee appraisal methods. (5 marks)
- (b) Other than the employee performance, list and briefly describe **two (02)** other key determinants of pay rates of employees. (8 marks)
- (c) Explain **three (03)** reasons as how the integration of Human Resource Management (HRM) with Management Information System (MIS) could be benefited to the organization. (12 marks)

(12 marks)

[Total 25 marks]

03. Olympia Technologists Ltd. is an engineering service provider and the new management of the company was appointed recently. In reviewing the existing Human Resource Management system, the management identified several issues. Most of their job descriptions are outdated in the organization; so that the selection process was negatively affected.

- (a) List **five (05)** items included in a **job description**? (5 marks)
- (b) Describe with **two (02)** reasons as why **careful selection of employees** is important to an organization? (8 marks)
- (c) List and explain **three (03)** factors as how **job analysis information** could be used in human resource management activities? (12 marks)

[Total 25 marks]

04. Mega Constructions is a civil engineering service organization who continues several construction sites in different locations. Employees in one of those sites call for a work stoppage (strike) stating that the labours were not provided with the safety equipment and safety kits. Employees had to call for a strike since there was no established grievance handling system within the organization.

- (a) List **five (05)** factors to indicate the Management's Role in Employee Safety. (5 marks)
- (b) Describe **two (02)** reasons as why grievance procedure is important to an organization? (8 marks)
- (c) Describe mandatory, voluntary and illegal bargaining items using relevant examples from Mega construction. State "employee safety equipment and safety kits" under the relevant category. (12 marks)

[Total 25 marks]

05. Briefly describe following concepts of employee selection and training in Human Resource Management:

- (a) Panel interview (8 marks)
- (b) Employee orientation (8 marks)
- (c) Off-the-job training (9 marks)

[Total 25 marks]