



**UNIVERSITY OF RUHUNA
FACULTY OF GRADUATE STUDIES**

**Master of Business Administration Degree Programme Part I Semester II
Examination (July/August 2021)**

PDBA/MBA 107: Human Resource Management

Duration: Three hours

The Question Paper contains 06 questions.

Answer only Five (05) Questions.

1. (i) "A successful recruitment strategy should be well planned and practical to attract talents to deploy in the organization."

Discuss why effective recruiting is essential for an organization?

(04 Marks)

- (ii) "International Firm can apply four different approaches in recruiting appropriate candidates for the international assignments."

List out and explain four approaches of recruiting candidates for the international assignment by emphasizing the strengths and limitations of each approach.

(04 Marks)

- (iii) "It is more appropriate to fill job vacancies in an organization internally through promotions."

Do you agree with this statement? Explain your answer.

(04 Marks)

(Total Marks 12)

2. (i) List and briefly describe the basic categories of selection tests, with examples.
(04 Marks)

(ii). "Selecting the best candidates for filling international assignment is one of the key responsibilities of the Human Resource Managers of the International Firm."

Explain with appropriate examples the key factors to be considered in selecting the expatriates for international assignments.

(04 Marks)

(iii). Briefly explain the general principles to be considered by Human Resource Manager when designing and implementing effective employee induction program.

(04 Marks)

(Total Marks 12)

3. (i). Suggest two objective evaluation criteria for measuring the success of the training program designed to achieve the following objectives.

- a. Objective 1 - After completing the training, the sales employee will be able to provide all the relevant information of the 03 products to customers within 15 minutes.
- b. Objective 2 - After training the sales employee will be able to sell 100 units of product 'X' for the next 03 months.

(02 Marks)

(ii). Propose the most appropriate training methods for implementing following training program and justify your answers.

- a. Train sales employees to developing communication skills
- b. Train account executive on new Accounting software
- c. Train Managerial level employees to develop decision making skills

(03 Marks)

(iii) Propose the most appropriate seating arrangements for the following training program and rationalize your answers.

- a. Train sales employees to develop communication skills
- b. Train account executive on new accounting software
- c. Train Managerial level employees to develop decision making skills

(03 Marks)

(iv). Assume that you are Human Resource Manager in a Multinational Company and you are now required to design a pre-departure training program for 5 executive level employees who are going to work in a subsidiary located in USA.

Briefly explain the essential components you would include in this pre-departure training program

(04 Marks)

(Total Marks 12)

4. (i). List out what administrative and development decisions can be taken from performance appraisal results.

(02 Marks)

(ii). Propose trait based, behavior based and results based performance evaluation criteria for the following position.

- a. Sales representative
- b. Customer care officer
- c. Production manger

(03 Marks)

(iii). Suggest the most appropriate performance evaluation method for the following positions and justify your answers.

- a. Sales representative
- b. Customer care officer
- c. Production manger

(03 Marks)

(iv). Assume that you are the Human Resource Manager of the Multinational Company and you were asked to review the existing performance evaluation process of the firm. You observed that factors affecting on expatriate performance are different from other employees.

Briefly discuss the key factors influence on expatriate performance.

(04 Marks)

(Total Marks 12)

5. (i). What are the laws relating to industrial safety and health, and how can they contribute to the health and safety at the workplace in Sri Lanka?

(06 Marks)

(ii). How Factories Ordinance (NO. 45 of 1942) can be used to maintain sound industrial System in Sri Lanka?

(06 Marks)

(Total Marks 12)

6. (i). How is the total reward package linked to achieving the business aims? Explain

(06 Marks)

(ii) "Human Resource Managers need to manage the different types of employee transitions, and practitioners argue that some of them are favorable while others are unfavorable to the organization."

Elaborate this statement

(06 Marks)

(Total Marks 12)

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