

**University of Ruhuna - Faculty of Technology**

**Bachelor of Information & Communication Technology**

**Level 3 (Semester 1) Examination, January 2021**

**Course Unit: TCS 3131 Human Resource Management**

**Time Allowed : 2 hours**

**Total Marks : 100**

**Answer only four (04) questions**

---

01. "Human Resource Planning is a key component of Organizational Planning".

(a) List **three (03)** factors to be considered in forecasting personnel needs of an organization. (5 marks)

(b) Name and briefly describe **two (02)** methods of job designing. (8 marks)

(c) Why job designing process is important to an organization. List and briefly describe with **three (03)** reasons. (12 marks)

[Total 25 marks]

02. " There is a provision by the law for employees to bargain for compulsory working requirements. Technological improvements may result in improving the working conditions of employees".

(a) List **three (03)** factors that employees could make their grievances? (5 marks)

(b) Briefly describe **two (02)** major expectations of an employee union. (8 marks)

(c) How do organizations could get benefitted by computerizing the Human Resource Information? Explain with **three (03)** reasons. (12 marks)

[Total 25 marks]

03. ICB is a leading IT service provider in the country. At the end of each year the management of the organization evaluate the performance of their employees before the annual salary increment. Due to the prevailing situation in the country, the management specifically discussed with the employees about the health and safety measures followed by the organization.

(a) List **three (03)** factors as why employee compensation is important to an organization. (5 marks)

(b) Briefly describe the major steps in employee performance appraisal process. (8 marks)

(c) Explain **three (03)** things that could be done by the management to establish good health procedures within the organization. (12 marks)

[Total 25 marks]

04. Techno IT Services is currently expanded their business by catering the customers located in outside areas. Due to the increasing capacity of businesses the company planned to recruit few customer service executives to the organization. The management considers both internal and external employees to be recruited to these positions. It has already decided to conduct a selection interview to select the employees through a panel of interviewers consists of the Managing Director, Marketing Manager, Production Manager and Human Resource Manager. It has planned to provide special training to all the selected candidates to obtain the expected performance of the employees.

(a) How panel interview could be beneficial to select suitable candidates for these positions.

State **three (03)** reasons.

(5 marks)

(b) List and describe **two (02)** possible off-the-job-training methods that could train the selected customer care executives.

(8 marks)

(c) Discuss **three (03)** guidelines to be followed by the above interview panel for conducting an effective interview?

(12 marks)

[Total 25 marks]

05. Briefly describe the following concepts in Human Resource Management.

(a) Components of job analysis.

(9 marks)

(b) Employee strikes.

(8 marks)

(c) Management's Role in Safety

(8 marks)

[Total 25 marks]