

**UNIVERSITY OF RUHUNA****FACULTY OF MANAGEMENT AND FINANCE****Bachelor of Business Administration Degree Programme 2000 Level Semester II
Examination (March / April 2019)****Academic Year 2018/2019****HRM2242– People Resourcing****Duration : Three hours****The Question Paper contains 06 questions.****Answer five (05) questions only.**

1. Gayan is a Marketing Executive of 'TINY & Brothers Company' and he expect annual salary increments from his employer. His previous employer offered raises and his coworkers have told him that they have received annual raises in the past. In return, Gayan feel that because he is going to receive annual raises, he should do work on the weekends or in the evenings in order to increase his productivity. Gayan puts in extra hours and does not receive a pay raise; he will perceive a violation in his contract, and respond with not only withdrawing his extra hours but with unacceptable behaviors.

i. Define the term 'Psychological Contract'.

(Marks 02)

ii. Briefly explain the possible negative consequences of violation of psychological contract between TINY & Brothers Company and Gayan.

(Marks 05)

iii. How do you advise TINY & Brothers Company to secure psychological contract with Gayan. Illustrate your answer.

(Marks 07)

(Total Marks 14)

2. Ashan, the Production Manager of RAVAN Company Ltd has awarded as the 'Talented Employee of the Year 2018'. However, he is planning to give the resignation in next

month. Mr. Hemaka, the CEO of HABITAT Company Ltd came to know his decision and invited Ashan to join with them.

- a. How do you advise RAVAN Company Ltd, if they need to retain Ashan. Explain your answer in terms of Talent Management and Paternalism.

(Marks 06)

- b. Assume that you are the CEO of RAVAN Company Ltd and you are invited for a speech on "The changing role of HR professional".

You are required to prepare a speech on above topic by using your knowledge on any four (04) of different roles of HR professional.

(Marks 08)

(Total Marks 14)

3. Employee flexibility (Flexibility at work) has a significant place, due to the changing nature of political, economic, social and global contexts of organizations.

- i. Define the term 'Flexibility at work'.

(Marks 02)

- ii. Elaborate the forms of employee flexibility with possible negative or positive consequences.

(Marks 06)

- iii. Describe the 'flexible firm' with relevant examples.

(Marks 06)

(Total Marks 14)

4. "Human resource development (HRD) is concerned with enhancing organizational performance through the effective development and deployment of employees."

- i. Explain the models of Human resource development.

(Marks 06)

- ii. Differentiate the continuous development from the process of training.

(Marks 08)

(Total Marks 14)

5. "Knowledge has become a direct competitive advantage for companies selling ideas and relationships."

i. Define the term 'Knowledge Management'.

(Marks 02)

ii. Differentiate the following concepts and strategies of knowledge management

➤ Explicit knowledge and tacit knowledge.

➤ Codification strategy and the personalization strategy

(Marks 04)

iii. Briefly explain the contribution of Human Resource (HR) to knowledge management.

(Marks 08)

(Total Marks 14)

6. Write short notes on any TWO (02) of following.

i. Difference between Traditional Personnel Management (TPM) and Human Resource Management (HRM)

ii. Patterns of work

iii. Definition of Redundancy and its causes

iv. Learning Process and Learning styles of Kolb (1996)

(07 Marks each)

(Total Marks 14)

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