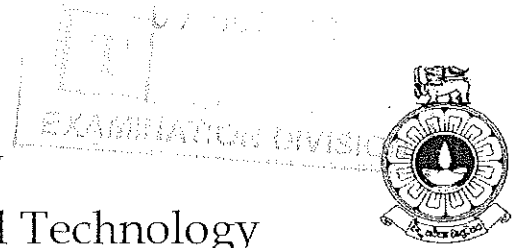


The Open University of Sri Lanka
Faculty of Engineering Technology
Department of Textile and Apparel Technology



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| Study Programme | : Bachelor of Industrial Studies Honours |
| Name of the Examination | : Final Examination |
| Course Code and Title | : TAM3234 Basics of Human Resource Management |
| Academic Year | : 2019/20 |
| Date | : 07 th October 2020 |
| Time | : 0930-1230 hrs |
| Duration | : 3 hours |

General Instructions

1. Read all instructions carefully before answering the questions.
2. This question paper consists of **Nine (9)** questions in three **(3)** pages.
3. This is a Closed Book Test (CBT).
4. Write down your Index Number in all the pages of answer scripts.
5. Answer the question one (Q1), which is compulsory and five (05) more questions from Q2 to Q9. Question one (Q1) carry 25 marks and questions two (Q2) to eight (Q9) carry fifteen (15) marks each.
6. Answer for each question should commence from a new page. If a question has many parts, all the parts should be answered in the chronological order under the same question.
7. Write down the answered question numbers in the answer book.
8. Do not write answers to the additional questions. Marks will not be given to the last question answered.
9. Answers should be in clear hand writing.
10. Do not use red colour pens to write the answers.

Compulsory Question

- (1) a) What do you understand by Human Resource Management? (02 Marks)
b) What is Job Rotation? (03 Marks)
c) What is Performance Appraisal? (02 Marks)
d) Name three (03) types of Authority. (03 Marks)
e) What are called Fringe Benefits or perks of the job? (03 Marks)
f) What do you understand by the term Industrial relations? (03 Marks)
g) What is a Contract of employment or service? (04 Marks)
h) List five (05) common employment categories. (05 Marks)

Answer any five (05) questions from the following eight (08) questions.

- (2) i) List the classification of human skills in terms of job roles. (05 Marks)
ii) Effective personnel management involves the co-ordination of a range of specialist functions. Name these Personnel Functions and briefly explain the importance of these functions. (10 Marks)
- (3) i) Training is given a prominent place in many organizations as this adds value not only to the employee but also for the employer. Briefly discuss the benefits of training. (07 Marks)
ii) Performance appraisal is important in manpower planning in all organizations for several reasons. Discuss the importance of performance appraisal. (08 Marks)
- (4) Write a short note on organizational culture. Consider the areas; what is organizational culture, importance of the organizational culture and factors affecting organizational culture. (15 Marks)
- (5) i) Discuss about the non-monetary factors which may be important in giving workers job satisfaction. (10 Marks)
ii) Differentiate flexitime and shift work. (05 Marks)

- (6) i) What is known as labour turnover? (03 Marks)
ii) Labour turnover is vital to an organization due to its pros and cons. Outline the significance of labour turnover in an organization. (12 Marks)
- (7) Suppose that you are an Employer covered by the Shop and Office Employees Act and you are going to recruit Ms. A.B.C. Dissanayake as an employee. Draft a letter of appointment to confirm this recruitment. Assume any information you require. (15 Marks)
- (8) i) What is the objective of introducing Wages Board Ordinance? (03 Marks)
ii) What category of workers is covered by the Wages Board Ordinance? (02 Marks)
iii) Briefly explain the entitlements under the Shop and Office Employee Act (10 Marks)
- (9) i) List the provisions given under the Factories Ordinance? (06 Marks)
ii) Name the four (04) types which the results of injuries can be classified. (04 Marks)
iii) There are six specific methods by which conflicts could be resolved in terms of the Industrial Disputes Act. Mention five (05) methods out of them. (05 Marks)

