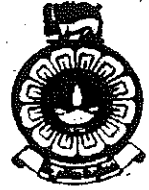


The Open University of Sri Lanka
Faculty of Engineering Technology
Department of Textile and Apparel Technology



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	: 2020/2021
Date	: 19 th February 2022
Time	: 0930-1230hrs
Duration	: 03 hours

General Instructions

1. Read all instructions carefully before answering the questions.
2. This is a Closed Book Test (CBT).
3. Write down your Index Number in all the pages of answer scripts.
4. This question paper consists of Eight (08) questions in four (04) pages.
5. Answer **all components of question one (01) and any five (05) questions from Question 02 to 08.**
6. Answers for the Question one (01) carries twenty-five (25) marks and other each question answered from **Question 02 to 08** carries fifteen (15) marks.
7. Do not write answers to the additional questions.
8. Answers for each question should commence from a new page.
9. Write down the answered question numbers in the cover page of the answer book.
10. Answers should be in clear handwriting.
11. Do not use red colour pens to write the answers.

Compulsory Question

Marks for answers of components in question 01 are given at the end of each, amounting to a total of Twenty-five (25) marks.

(Q1)

- a. Why "Job Rotation" is a useful tool for the industry? (03 marks)
- b. Differentiate "Formal performance appraisal" and "Informal appraisal". (03 marks)
- c. What is the difference between "Authority" and "Leadership"? (03 marks)
- d. What is the difference between Payment for the job and Fringe Benefits or perks of the job? (03 marks)
- e. Differentiate "Flexitime" and "Shift work". (03 marks)
- f. What do you understand by Manpower planning? (01 mark)
- g. Differentiate "Permanent employees" and "Fixed term employees". (03 marks)
- h. What are the four (04) common types of injuries that can be occurred in a factory? (04 marks)
- i. Give any two (02) circumstances where a workman can seek to apply labour tribunal for relief. (02 marks)

Answer any five (05) questions from Question 02 to 08

(Q2)

You are a Manager at ABC Apparel Manufacturing Company at Biyagama. Suppose that you are covered by the Shop and Office Employees Act. You are going to recruit Ms. M.N.J. Perera as an employee. Draft a letter of appointment to confirm this recruitment. Assume any other information you required and clearly state your assumptions. (15 marks)

(Q3)

- a. In order to establish a good industrial relationship, the knowledge on industrial laws is needed. State the six (06) common industrial laws prevailing in Sri Lanka. (03 marks)
- b. Briefly explain any three (03) main reasons, that workers can take industrial actions. (06 marks)

- c. When trade unions and employers cannot reach an agreement, either side can take industrial action to put pressure on the other. Briefly explain any three (03) types of industrial actions that can be commonly observed in Sri Lanka. (06 marks)

(Q4)

- a. Manpower planning has to be updated regularly with considering certain external factors. Briefly explain any three (03) of them. (06 marks)
- b. There are number of different ways in which workers may be paid by the organizations. State six (06) methods of payments. (03 marks)
- c. Briefly explain any three (03) broad types of training which any firm may carry out. (06 marks)

(Q5)

- a. Briefly explain that you would be violating the law given in Act 32 of 1984 or not, if you are happened to employ a female worker in a production floor in the night and how would you overcome this problem. (08 marks)
- b. Differentiate the terms "Shop" and "Office" according to the "Shop and Office Employee Act". (04 marks)
- c. Give any three (03) powers possesses by a Wages Board. (03 marks)

(Q6)

- a. Briefly describe any three (03) non-monetary factors which may be important in giving workers' job satisfaction. (06 marks)
- b. There are six specific methods by which conflicts could be resolved in terms of the Industrial Disputes Act. Briefly explain any two (02) of them. (04 marks)
- c. Performance appraisal is important in manpower planning in organizations due to several reasons. Give any five (05) of them. (05 marks)

(Q7)

- a. State any five (05) rights that employees should have at their workplace. (05 marks)
- b. Imagine you are the owner of ABC fashion wear business. Briefly explain any three (03) ways in which the personal function can contribute to the efficiency and success of your business. (06 marks)
- c. Compare the position of a probationer with that of an apprentice. (04 marks)

(Q8)

Write short notes on following. (03 marks each)

- a. Organizational culture
- b. Benefits of training
- c. Casual employees
- d. Span of control
- e. Maternity benefits