THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF MANAGEMENT STUDIES
ADVANCED CERTIFICATE IN HUMAN RESOURCE MANAGEMENT
HRC2403 - CONTEMPORARY ASPECTS OF HRM
FINAL EXAMINATION – 2024
DURATION – THREE (03) HOURS

Date: 27/10/2024   **Time: 01.30 p.m. to 04.30 p.m.**

INSTRUCTIONS:

- Part I comprises 20 MCQ questions for 40 marks. Select and **underline** the most appropriate answer or **fill in the blanks** for all the questions in part I. **Answer Part I in this paper itself.**

- Part II comprises of essay questions for 60 marks. **Answer any 03 questions** out of the 05 questions in part II. **Answer Part II in the answer booklet given.**

- **All questions of Part I is compulsory.**

- Illegible Handwriting will be penalized.

PART I

(All questions are compulsory)

1. What is the initial step in adopting a High-Performing Work System (HPWS)?

   a. Implementing new performance appraisal systems.
   b. Evaluate the existing work systems, identifying strengths and weaknesses.
   c. Investing heavily in employee training and development.
   d. Reorganizing the organizational structure.

2. Which of the following is NOT a potential cause for an employee's performance issues?

   a. Lack of clear performance expectations.
   b. Inadequate resources or support.
   c. High employee engagement.
   d. Workload imbalance.

3. Which of the following best describes HRIS systems?

    a. Collection of software applications designed to manage an organization's human resources functions.
    b. Manual system for tracking employee information.
    c. A department within an organization responsible for employee management.
    d. Specific software application used for payroll processing only.

4. What is the key benefit of using a Human Resource System (HRIS)?

    a. Increased administrative tasks.
    b. Reduced data accuracy.
    c. Improved decision-making through data analysis.
    d. Limited access to employee information.

5. Which of the following is the emerging trend in HRIS?

    a. Manual data entry processes.
    b. Paper-based record keeping.
    c. Artificial Intelligence (AI) -enabled HR analytics.
    d. Decentralized HRM functions.

6. The primary goal of employee counseling is to,

    a. Resolve disciplinary issues.
    b. Decrease employee emotional distress.
    c. Improve the company's Profits.
    d. Enhance the counselor's professional reputation.

7. A company with a high-quality Work Life (QWL) is likely to experience,

    a. Increased employee absenteeism.
    b. Lower levels of job satisfaction.
    c. Higher employee turnover rates.
    d. Improved organizational performance.

8. Which of the following is NOT a primary factor influencing customer expectations in HRM?

    a. Organizational culture
    b. Industry and organizational practices
    c. Employee leisure activities
    d. Technological advancements

9. An employee struggles with stress and burnout due to a heavy workload and tight deadlines. They find it challenging to manage their tasks and maintain a work-life balance.

   Based on the above given scenario, select the most suitable type of counseling to address specific needs and support employee well-being.

   a. Individual counseling
   b. Stress counseling
   c. Performance counseling
   d. Legal counseling

10. Which of the following is NOT a type of flexible work arrangement?

   a. Working from home or another place, using the internet
   b. Compressed workweek
   c. Job sharing
   d. Merit pays

Indicate whether the following statement is True or False.

11. The resource-based view emphasizes the strategic importance of human resources as a valuable organizational asset.
   (True, False)

12. Counselling is unable to address issues that contribute to employee turnover and retention rates.
   (True, False)

13. Quality of work life refers to the level of satisfaction, motivation, involvement, and commitment individuals experience concerning their lives at work
   (True, False)

14. Having Personal preferences in an interview is an example of an ethical consideration in HRM.
   (True, False)

15. Job Applicants, Vendors, Suppliers, Regulatory Bodies, and Government Agencies are the external customers who rely on HR services and support.
   (True, False)

Select the most suitable word to fill in the blanks.

16. .... is a common HRIS system used by organizations. (Microsoft Word, Adobe Photoshop, hSenid, Excel)

17. .... is a type of flexible work arrangement that allows full -time workers to choose when to start and finish work. (Part-time work, Shift Work, Flex Work, Telework)

18. .... helps employees with their career-related decisions and goals. (Individual counseling, financial counseling, Substance abuse counseling, Career Counselling.

19. Human resource management (HRM) plays a key role in promoting a .... for organizations by leveraging the capabilities and potential of their workforce (competitive advantage, operational efficiency, technological superiority, financial Capability)

20. Ensuring a fair and .... recruitment process, avoiding discrimination based on gender, race, or other characteristics is an ethical consideration in HRM (Biased, unbiased, discriminatory, subjective)

(02*20 Questions = 40 Marks)

Question 01

Human Resource Management plays a key role in creating High Performance Work Systems (HPWS).

What are the benefits of having high-performance work systems in organizations?

(20 Marks)

Question 02

There is a range of applications that a Human Resource Information System (HRIS) typically offers to improve HR processes, efficiency, and enhance decision-making.

Briefly describe the benefits of using an HRIS in Human Resource Management rather than having a manual system. **(20 Marks)**

Question 03

There is a relationship between Human Resource Management (HRM) and ethics.

How does ethical behavior in HR department help improve the workplace?

(20 Marks)

Question 04

Counselling plays a vital role in supporting employees through personal and professional challenges. Discuss any of the three (03) different types of employee counseling and their respective benefits.

(20 Marks)

Question 05

Nowadays, most companies pay attention to achieving a work-family balance.

Briefly explain why the companies pay much attention to achieving a work-family balance and what are the strategies used by employees and organizations for work-family balance

(20 Marks)

(03*20 Questions = 60 Marks)

- End of Part II -

(Total = 100 Marks)