



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	: 2021/2022
Date	: 02 nd February 2023
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) in Part I and any five (05) questions in Part II.**
6. Answers for the Question one (01) in Part I carries twenty-five (25) marks and other each question answered from Part II 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.

Part I

Compulsory Question

(Marks for each answer of the components in Q1 are given at the end of each of them, amounting to a total of Twenty-five (25) marks.)

(Q1)

- a) State any two (02) aims of Manpower planning. (04 marks)
- b) Personal management does several functions in the organization. State any three (03) workplace-related staff records maintained by them. (03 marks)
- c) Briefly discuss any three (03) types of off-the-job-training tools, commonly used in Sri Lanka. (03 marks)
- d) What is the main difference between Flexi-time and Shift work and give suitable examples for each case. (04 marks)
- e) Section 17 of the Shop and Office Act state, some certain specified information should be given in writing under the employer's signature to the employee. State any four (04) of them. (04 marks)
- f) State any four (04) laws enacted by the parliament that affect employees and their rights. (04 marks)
- g) Differentiate the "Craft unions" and "Federation of trade unions". (03 marks)

Part II

Select any Five (05) questions from Q2 to Q8 and each question in Part II carries Fifteen (15) marks

(Q2)

- a) Briefly discuss four (04) reasons for the employees to get terminated from their workplaces. (08 marks)
- b) Mr. Mahesh was terminated due to a slowdown in demand for his company's product. His employer informed him that Mr. Mahesh will be called back when the product demands increased. State the steps that the employer should be followed to lay-off this employee from the company. (04 marks)
- c) If Mr. Mahesh was covered by the "Termination of Employment (Special Provisions) Act 1971", under what circumstances the above act cannot be applied for the dismissal of Mr. Mahesh? (03 marks)

(Q3)

- a) Distinguish the terms "Conciliation" and "Arbitration". (06 marks)
- b) What do you understand by the term "Collective bargaining" and give two (02) examples for the possibilities of practicing collective bargaining in a company. (09 marks)

(Q4)

- a) When Human Resource Manger (HRM) requires to do manpower planning, regular updating is very essential due to several factors. Briefly explain any four (04) of such factors. (08 marks)
- b) "Human Resources (HR) planning is only relevant to large scale companies." Do you agree with this statement? Briefly discuss the reasons for this statement. (07 marks)

(Q5)

- a) Performance appraisal is a process of reviewing an individual's performance at the work. State any three (03) features of a good appraisal system. (03 marks)
- b) Briefly explain any three (03) drawbacks of performance appraisal done in an organization. (06 marks)
- c) Briefly explain any three (03) reasons why performance appraisal is important in manpower planning. (06 marks)

(Q6)

- a) Briefly explain why is important running a business with motivating the workers and give them job satisfaction. (04 marks)
- b) In an industry, wages differentials are very common. Briefly explain any four (04) reasons. (08 marks)
- c) State any three (03) non-monitory factors to motivate the workers in an organisation. (03 marks)

(Q7)

"Businesses with an organizational culture tend to be more successful than less structured companies".

- a) What do you understand by the term "Organizational culture"? (03 marks)
- b) Do you agree with the above statement? Briefly discuss. (06 marks)

- c) Explain any three (03) factors that affect the culture of an organization. (06 marks)

(Q8)

Write short notes on following,

- a) Different levels of management that can be available in a garment factory. (03 marks)
- b) Legislation for blue collar workers. (03 marks)
- c) Grievances handling in an organization. (03 marks)
- d) Three (03) categories of reasons for Labor turnover from an organization. (03 marks)
- e) Hours of work for company employee. (03 marks)