

THE OPEN UNIVERSITY OF SRI LANKA  
FACULTY OF ENGINEERING TECHNOLOGY  
BACHELOR OF INDUSTRIAL STUDIES  
FINAL EXAMINATION - 2006 / 2007



MEM 5252 - HUMAN RESOURCE MANAGEMENT AND  
ORGANISATIONAL BEHAVIOUR

DATE : 19<sup>TH</sup> MARCH 2007  
TIME : 0930 HRS. - 1230 HRS.  
DURATION : THREE (03) HOURS.

A. 047

INSTRUCTIONS :

- (a) Answer five (05) questions; at least two questions from each section.  
(b) All questions carry equal marks.

PART A

1. Explain your understanding of
  - i. The nature of Organizational Behaviour;
  - ii. Factors which influence the behaviour in work organisations.
2. Summarise the main features of the Human Relations Approach and how does it differ from the Scientific Management Approach? Explain your answer highlighting the Behavioural aspect?
3. Distinguish between informal groups and formal groups. What purposes do the informal organisation serve in an organisation?
4. Distinguish between approaches to study the concept of leadership. What you see as the relevance of each of these approaches in motivating subordinates?

PART B

5. Discuss in brief, the objectives and the scope of Human Resource Management. Why Human Resources Management practices are important for organizations, in achieving objectives?
6. You are working as the Personnel Manager in a manufacturing firm. The Factory Manager of the firm asks you to appoint two Management Trainees for its production and Personal Departments. What sources will you explore and how will the Trainees be selected? Justify your answer.
7. Explain the main steps of "Job Analysis". How is it useful for Recruitment and Training?
8. "Human resource planning is a pre-requisite for effective management of Human Resources of an Organisation" In the light of this statement, analyse the significance of Human Resource Planning.

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