



The Open University of Sri Lanka
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC
ADMINISTRATION
Final Examination [2015]
MCP1603- Managing Human Resources
Duration: 03 Hours

Date: 20 December 2015

Time: 9.30 a.m. to 12.30 p.m.

No. of Questions:07

No. of Pages: 02

**Instructions: Answer any Five (05) questions. All questions carry equal marks.
Please note that illegible hand writing will result in loss of marks.**

- [1]. HRM has emerged as a major function in enterprises and organisations. It is the focus for a wide-ranging debate concerning the nature of the contemporary employment relationship in many market economies. Explain why Human Resource Management is important in line with the above statement.
- [2]. Suppose that you have been appointed as the Human Resource Manager of a firm and that you are asked to design an effective leadership training program for front line managers. Explain your design of this program. Discuss how you can ensure that the program you design will be relevant. Explain how you plan to strengthen the link between training and performance?
- [3]. Two criteria are usually used to assess the quality of an enterprise's HRM function: efficiency, and effectiveness. In judging effectiveness, we ask "Is HRM doing the right things?" whereas efficiency is "doing things right" in the sense of maximising outputs relative to inputs. Discuss this statement focusing your answer towards HR functions.
- [4]. Identify the positive outcomes of an effective performance management system for employee and employer. Explain how objectives of a performance management system could be achieved at each level.

- [5]. Briefly discuss at least two of the employee attraction and retention strategies adopted by Sri Lankan organizations and explain how those strategies have contributed to building competitive advantage of the firms.
- [6]. HR practices can never be sufficient to understand the link between HR practices and business performance. Because HR policies are present and they will be implemented as intended. Discuss how HR strategies make an impact on performance.
- [7]. Write short notes on any **Four** (04) of the following
- a. Corporate Social Responsibility
 - b. Organizational Development
 - c. Human Resource Planning
 - d. Employee Relations
 - e. Workforce Diversity