

**THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF ENGINEERING TECHNOLOGY
POSTGRADUATE DIPLOMA IN TECHNOLOGY IN INDUSTRIAL
ENGINEERING – LEVEL 7**

FINAL EXAMINATION – 2007/2008

MEM 7216 – HUMAN RESOURCE MANAGEMENT

DATE : 30 April 2008

TIME : 0930 hrs – 1230 hrs

DURATION: Three (03) hours



042

Answer any five (05) questions. All questions carry equal marks

- Q1. (a) Critically comment on the statement “*Management of Human Resource is the Management of Feeling of Human Beings*”.
- (b) Taking three different theories of motivation identify and explain how feelings form the basis for human motivation.
- Q2. (a) It is said that selection is a process of matching the personal profile to the profile of the job. Explain the concepts *human profile* and *job profile*. Comment on the psychological aspects involved in this matching process.
- (b) Explain the concepts *Induction* and *Placement* of a newly recruited employee and its relevance to productivity.
- Q3. (a) An organisation is considered as an input – output device. What does this statement mean to you? Explain the contribution of the human resource in this input – output process.
- (b) It is said the organisation should produce Value. What does this mean and to whom should this value be applicable?
- Q4. (a) Define the concept of human communication. Explain the major elements in it.
- (b) It is said that human communication brings about Conflict, Disagreement and misunderstanding. When and how does this happen?
- (c) Explain the applicability of the following concepts in human communication - *contextual meaning, environmentally conditioned mental frame patterns, perception and body language*.

- Q5. (a) Analyse the relationship between human behaviour and organisational behaviour. Explain how each one of them could influence the other.
- (b) Identify the external and internal factors that influence the behaviour of the organisation and how such factors could be managed to enhance organisational productivity.
- Q6. (a) Explain the importance of the management of the attitudes of the human resource.
- (b) Identify the relationship between positive thinking and the human characteristics of the positive thinker.
- (c) What is the relationship between positive thinking and productivity?
- Q7. Taking Sri Lanka as a nation identify, analyse and critically comment on the factors that influence (both good and bad) the productive management of human resource.

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