

The Open University of Sri Lanka  
Faculty of Engineering Technology



Study Programme	: Master of Technology in Industrial Engineering - LEVEL 07
Name of the Examination	: Final Examination
<b>Course Code and Title</b>	<b>: MEM7216 – HUMAN RESOURCES MANAGEMENT</b>
Academic Year	: 2015 /16
Date	: 8 <sup>th</sup> December , 2016
Time	: 0930 – 1230 hrs
Duration	: 3 hours

### General instructions

1. Read the questions carefully before answering.
2. Please note that you should write your registration number and your index number in each pages of your answer book. Do not write your name.
3. In case of doubt, please consult the supervisor or an invigilator conducting the examination.
4. This paper consists of Eight (08) questions. Answer only five (05) Questions.

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Q1.

a)

“Acting ethically with regard to the needs of people of the organization is one of the important key factor to enhance individual performances”. Do you agree with this statement. Justify your answer.

**(10 Marks)**

b)

What is meant by strategic human resources management?

**(05 Marks)**

c)

Discuss the best Human Resource Management practices that will lead to make superior the performances of an organization.

**(05 Marks)**

Q2.

- a) What is meant by Human Capital? **(08 Marks)**
- b) What are the main components of Human Capital? Explain them briefly. **(06 Marks)**
- c) Discuss the importance of measuring Human Capital. **(06 Marks)**

Q3.

- a) Explain how the HRM process influences organizational performances, using suitable examples. **(10 Marks)**
- b) What is meant by competence based HRM? **(05 Marks)**
- c) What are the four important competencies which enhance individual performances? Explain them briefly. **(05 Marks)**

Q4.

- a) Discuss the difference between traditional view of management and contemporary view of management with respect to supervisory role. Justify your answer with suitable examples. **(06 Marks)**
- b) "Knowing your employees is one important factor that contribute to enhance the overall performance of your workforce". Do you agree with this statement? Explain your answer with suitable examples. **(06 Marks)**
- c) Leadership style of the supervisor is a key factor which improve overall performance of the workforce. Discuss the important factors which determine appropriate leadership style to achieve performance objectives. **(08 Marks)**

Q5.

- a) What is knowledge management? **(10 Marks)**
- b) Briefly explain the ways in which HRM process can contribute to knowledge management. **(05 Marks)**

- c) Discuss the important knowledge management strategies that you can use. **(05 Marks)**

Q6.

- a) Describe the important details that you are expected to gather from Job Analysis process. **(08 Marks)**
- b) What are the important features that should be included in a properly prepared Job Description? **(06 Marks)**
- c) Discuss the important factors that you have to consider when preparing a Human Resources Plan. **(06 Marks)**

Q7.

- a) What is meant by Employee Turnover. **(06 Marks)**
- b) Explain briefly the factors affecting the Employee Turnover. **(08 Marks)**
- c) Employee turnover is one of the key issues that the HRM should address. Discuss the factors that have to be considered when preparing a suitable retention plan. **(06 Marks)**

Q8.

- a) Describe the important stages that you have to follow in order to conduct a suitable selection process and recruitment. **(08 Marks)**
- b) Discuss the important factors that have to be included in a Personnel Specification. **(06 Marks)**
- c) Advertising is one of the key methods used in recruiting candidates. Discuss objectives recruitment using advertisements. **(06 Marks)**

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