THE OPEN UNIVERSITY OF SRI LANKA
COMMONWEALTH EXECUTIVE MASTER OF BUSINESS/PUBLIC ADMINSITRATION
FINAL EXAMINATION – DECEMBER 2018
MCP1603/MSP9403 - MANAGING HUMAN RESOURCES
DURATION: 03 HOURS

Date: 15 December 2018 **Time: 9.30 a.m. to 12.30 p.m.**

No. of Questions: 06 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]. As Human Resource professionals, we are ethically responsible for promoting and fostering fairness and justice for all employees and their organizations. 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 ethically responsible for all stakeholders and their organizations in line with the above statement.

(20 marks)

[2]. (a) Identify the key elements of Human Resources Planning model and discuss the relationships among them.

(10 marks)

(b) Why is organizational capability important to a firm and how can human resource managers enhance it?

(10 marks)

[3]. Assume that you have been appointed as head of the Training and Development of a firm and you are asked to design an effective performance training program for 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.

(20 marks)

[4]. The job characteristics model has several components that enhance employee jobs – skill variety, task identity, task significance, autonomy, and feedback. Give an example illustrating how each component can be used to improve the organization and job of the employee. Base your answer in the Sri Lanka context and related to your present or recent job.

(20 marks)

[5]. (a) "The selection process should provide as much reliable and valid information as possible about applicants so that their qualifications can be carefully matched with job specifications".

Discuss the above statement in relation to aneffective selection process with an example.

(10 marks)

(b) A new employee is likely to be anxious the first few days on the job. Why is employee orientation an important process? Discuss some benefits of a properly conducted orientation program.

(10 marks)

[6]. Write short notes on any **Four** (04) of the following

a. Corporate Social Responsibility Project
b. Organizational Culture
c. Employee Relations
d. Workforce Diversity
e. Human Resource Accounting

(4x5=20 marks)

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