THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF ENGINEERING TECHNOLOGY
BACHELOR OF INDUSTRIAL STUDIES (MANAGEMENT) – LEVEL 5
FINAL EXAMINATION – 2008/2009
MEM 5252 – HUMAN RESOURCE MANAGEMENT AND ORGANIZATION BEHAVIOUR

DATE : ***22 March 2009***
TIME : ***1400 hrs – 1700 hrs***
DURATION : ***Three (03) hours***

Answer five (05) questions selecting at least two (02) questions from part A and Two (02) questions from Part B. All questions carry equal marks.

PART - A

1. Define and explain the term "Organizational Behaviour". Why do you think that the understanding of Organizational Behaviour is important for Managers in improving the efficiency of work organizations?

2. Explain the basic assumptions of the Maslow's Hierarchy of Needs Theory. As a manager, what steps would you take to satisfy the each need specified in the Hierarchy, with regard to the labourer grade employees in an organization? Explain giving examples?

3. Explain the main conclusions of the Hawthorne Studies on the behaviour of workers in an organization. Identify the main differences between the Formal Organization and the Informal Organization?

4. Explain the causes for "Job Dissatisfaction" and the consequences of "Job Dissatisfaction." Give examples?

PART - B

5 Briefly explain the objectives and the main functions of Human Resource Management? Why Human Resources are more important than Physical Resources in achieving organizational objectives?

6. From the Human Resource Manger's point of view, what are the uses of "Job Analysis?" Explain the process of Job Analysis.

7. Discuss the main elements of the Scientific Management Approach propagated by F W Taylor? Explain the Scientific Management Techniques / Concepts that are useful to practicing Human Resource Managers?

8. You are appointed as a Human Resource Manager of a newly established Garment Factory. Explain the Board of Directors the importance of assigning priority to Human Resource Planning function to ensure the continuous operation. Elaborate on the process of Human Resource Planning?

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