

The Open University of Sri Lanka
Faculty of Engineering Technology
Department of Textile and Apparel Technology



445

Study Programme	: Bachelor of Industrial Studies Honours
Name of the Examination	: Final Examination
Course Code and Title	: TAM3234 Basic of Human Resource Management
Academic Year	: 2022/23
Date	: 02 nd February 2024
Time	: 09:30-12:30hrs
Duration	: 3 hours

General Instructions

1. Read all instructions carefully before answering the questions.
2. This is a Closed Book Test (CBT).
3. Write down your Index Number in all the pages of answer scripts.
4. This question paper consists of eight (08) questions in three (03) pages.
5. Answer the question one (Q1), which is compulsory and any five (05) questions from Question 02 to 08. Question one (Q1) carries 25 marks and questions two (Q2) to eight (Q8) carry 15 marks each.
6. Do not write answers to the additional questions.
7. Answers for each question should commence from a new page. If a question has many parts, all the parts should be answered in the chronological order under the same question.
8. Write down the answered question numbers in the cover page of the answer book.
9. Answers should be in clear handwriting.
10. Do not use red colour pens to write the answers.

Compulsory question(Answer all questions in Q1)

(Q1)

- a. What do you understand by “Human Resource Management”? (02 Marks)
- b. Differentiate the “On the job training” and “Off the job training”. (04 Marks)
- c. Name two (02) types of performance appraisals. (02 Marks)
- d. What do you understand by the term “Leadership” for an organization? (02 Marks)
- e. Give any three (03) non-monetary factors, which are important in giving people job satisfaction. (03 Marks)
- f. Why is industrial relation important to successful running of any business?(03 Marks)
- g. What do you understand by “Contract of employment or service”? (03 Marks)
- h. Give any three (03) types of employment. (03 Marks)
- i. What are the rates of contribution of EPF and ETF? (03 Marks)

Select any five (05) from Question two (Q2) to eight (Q8)

(Q2)

- (i) Jobs require a variety of skills, which can be built up from experience or by repeated training. Explain the classification of human skills in terms of job roles. (05 Marks)
- (ii) Effective personnel management involves several specialist personnel functions. Briefly explain any three (03) of these personnel functions. (06 Marks)
- (iii) Law defines the relationship between employers and employees. List any four (04) rights that employees have at work in accordance with Sri Lankan law. (04 Marks)

(Q3)

- (i) Differentiate “Job description” and “Job specification”. (06 Marks)
- (ii) Describe the role of a manager/supervisor’s in Training. (05 Marks)
- (iii) “The staff training would add value to the organization as well as to the employee.” Give any two (02) examples of benefits of training separately for the organization and also to the employees, in order to prove the preceding statement. (04 Marks)

(Q4)

- (i) Performance appraisal is important in manpower planning in all organizations. Give any five (05) reasons for performance appraisal which helps to the HR department for manpower planning. (05 marks)

- (ii) Briefly explain any five (05) benefits of performance appraisal practiced in an organization. (10 marks)

(Q5)

- (i) A business needs to be organized in a way, which will enable it to meet its objectives. Draw an Organization Chart for any organization and explain main three (03) different levels of management indicated by the organization chart. (12 Marks)
- (ii) Authority gives a manager the power to instruct and command others. State three (03) types of authority. (03 Marks)

(Q6)

- (i) There are number of different ways in which workers may be paid in an organization. Differentiate “Piece work rates” and “Bonus and incentives”. (06 Marks)
- (ii) Write a short note on Shop & Office Act No 19 of 1954. (05 marks)
- (iii) Give any four (04) common reasons for labour turnover in an organization. (04 marks)

(Q7)

Write a short note on followings. (15 Marks)

- (i) Fringe benefits.
- (ii) Seasonal workers.
- (iii) Wage board ordinance

(Q8)

- (i) Briefly explain any three (03) health and welfare provisions provided by the Factories Ordinance. (06 Marks)
- (ii) Briefly explain **the meaning and an example** for the following three classifications of injuries. (06 Marks)
- (a) Temporary disablement
- (b) Permanent partial disablement
- (c) Permanent total disablement
- (iii) Give any three (03) reliefs that a labour tribunal can grant a workman. (03 Marks)