The Open University of Sri Lanka

Bachelor of Management Studies Degree (BMS) Level 04

Final Examination 2008/2009

Human Resource Management MCU 2206

Duration: Three (03) Hours

Date: 22.02.2009 **Time 1.30 p.m-4.30p.m**

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

01. (a) What are the different methods of collecting job analysis information, and what are the advantages and disadvantages of each technique? (10marks)

(b) What is the purpose of Job description, Job specification and Performance standards? (10 marks)

02. "Hire for Attitudes, Train for skills". Critically evaluate the above mentioned statement with specific reference to the recruitment of the following categories.

(a) Management Trainees

(b) Research and Development Officers

(c) Marketing Executives

(d) Receptionists (5 marks x 4)

03. (a) "If employees are properly selected, there should be no need for an Orientation programme or training." Do you agree? Comment. (10 marks)

(b) Suppose your organization hired six new clerical workers. What type of Orientation would you design to help these workers become productive and Satisfied. (10marks)

04. Employee performance evaluation systems are expected to contain some essential features. However, many employees claim that they are not aware of their exact potential and do not get a proper performance feedback.

(a) State four objectives of evaluating the performance of employees? (04 marks)

(b) Briefly explain three features of a good employee performance evaluation system. (06 marks)

(c) Describe the type of information the appraisee would like to know from a performance evaluation programme. (10 marks)

05. "It is very important for an organization to follow an appropriately formulated Grievance Settlement Procedure".

(a) What is the meant by a Grievance Settlement Procedure (GSP)? (05 marks)

(b) Describe General steps of a formal GSP. (10 marks)

(c) What are the principles to be followed in designing a GSP? (05 marks)

06. (a) Explain the key activities involved in performance management (10 marks)

(b) Discuss the underlying principles of successful implementation of a Performance management system. (10 marks)

07. "Generally in large organizations, Information Technology helps human resource departments to provide improved value added services and cost savings."

(a) Discuss how information technology helps to deliver improved value added services in human resource departments in large organizations. (10 marks)

(b) Explain with examples, how management Information Systems (MIS) are useful in making successful human resource decisions in such organizations (10 marks)

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