THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF ENGINEERING TECHNOLOGY
POSTGRADUATE DIPLOMA IN TECHNOLOGY IN INDUSTRIAL ENGINEERING – LEVEL 7
FINAL EXAMINATION – 2011/2012
MEM 7216 – HUMAN RESOURCE MANAGEMENT
DATE : 14 March 2012
TIME : *1400 hrs – 1700 hrs*
DURATION : *Three (03) hours*

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

1. (i) Why Human Resources Management is important to all managers irrespective of their disciplines? Give examples to justify your answer.

   (ii) Line managers are directly handling labour. Discuss their responsibilities to have an effective Human Resources Management process.

   (iii) Discuss the importance of Strategic Human Resources Management with suitable examples.

2. (i) Discuss the vital information that you are aiming to collect through a Job Analysis Process.

   (ii) Discuss how Human Resources Manager can use the information gathered in Job Analysis Process in Human Resources activities.

   (iii) Identify and discuss the roles of people who should involve in Job Analysis process.

3. (i) Discuss the objectives of the human resources functions within your organization.

   (ii) Man Power Planning is an important activity to obtain and retain the required people in right quantities and qualities to maintain the competitiveness. Discuss the factors that you have to consider in planning your man power requirement.

   (iii) You are in a committee appointed to prepare your man power requirement. Advice your committee members who are having very less knowledge in human resources management.

4. (i) Discuss the importance of Job Description to improve the labour productivity of your organization with its limitations.

(ii) Generic and Specific are two main types of Job Description. Discuss the information that should be included in a Specific Job Description of a maintenance supervisor.

(iii) It is essential to have the support of the employees to prepare an effective Job Description. What is the best way to gain employee cooperation when starting a job description program.

5. (i) It is important to hire the right person first time. Do you agree? Justify your answer.

(ii) Discuss the characteristics of a good interviewer.

(iii) Discuss the type of interviews known to you and their applications.

(iv) Discuss the ways of evaluating the interviewing skills of your subordinates.

6. (i) What does Job Satisfaction mean?.

(ii) Discuss the key elements with suitable examples that keep jobs more satisfying.

(iii) Discuss how the job rotation affect the productivity and performances.

(iv) You are planning to implement a job rotation program in your organization. What are the factors that you have to consider prior to implementing the program.

7. (i) Suggest features contribute to have a better working climate and quality of working life in your organization.

(ii) Discuss the kind of organization structures necessary for employee participation to generate superior performances.

(iii) It is necessary to establish a clear relationship between productivity improvements and compensation to get maximum motivation from your workforce. Discuss a process to achieve this objective.

8. (i) There are some important features that individuals should possess in order to learn effectively. Describe them with suitable examples.

(ii) Discuss the factors that have to be considered in order to have a successful training program.

(iii) Discuss the steps involved in a system approach in training.