The Open University of Sri Lanka
Faculty of Engineering Technology

Study Programme	:	POSTGRADUATE DIPLOMA IN TECHNOLOGY IN INDUSTRIAL ENGINEERING
Name of the Examination	:	Final Examination
Course Code and Title	:	**MEM 7216 – HUMAN RESOURCES MANAGEMENT**
Academic Year	:	2013/14
Date	:	27th AUGUST 2014
Time	:	0930 hours -1230 hours
Duration	:	3 hours

General instructions

1. Read all instructions carefully before answering the questions.
2. This question paper consists of 8 questions. All questions carry equal marks.
3. Answer any 5 questions only.

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1. (a) Discuss the steps involved in setting motivational goals.

(08 marks)

(b) Management by Objectives is a goal setting process between the supervisor and subordinates. Discuss the important steps involved in this process.

(08 marks)

(c) Discuss the basic requirements to have a high performance work system.

(04 marks)

2. (a) Discuss the information that you can gather through a proper job analysis process.

(06 marks)

(b) Discuss the uses of job analysis information in human resources management process.

(06 marks)

(c) Discuss the steps involved in job analysis process.

(08 marks)

3. (a) "Getting acquainted with those who work for you is a vital factor for the enhancement of individual performances". Do you agree with this statement? Justify your answer.

(06 marks)

(b) Developing the right climate for knowing your staff is one important factor to have a better understanding about them. Discuss the factors that you have to consider in order to achieve this objective with suitable examples.

(08 marks)

(c) Discuss the ways of removing uncertainty and ambiguity from jobs.

(06 marks)

4. (a) Discuss the steps involved in writing a job description.

(06 marks)

(b) Job descriptions are an excellent starting point in developing performance management, but there are some limitations which can influence the intended outcome. Discuss those limitations providing suitable examples.

(08 marks)

(c) Result areas and performance indicators are two vital components which ensure the performance improvement of employees. Discuss the ways of writing result areas with performance indicators.

(06 marks)

5. (a) Why do supervisors give many reasons for not using delegation within their work group?

(06 marks)

(b) Discuss the important steps that should be followed for delegating effectively.

(08 marks)

(c) Discuss the benefits of effective delegation with suitable examples.

(06 marks)

6. (a) Employ engagement is an important factor to enhance the productivity of the workforce. Discuss the factors that influence the employ engagement.

(06 marks)

(b) Discuss the important activities involved in human resources planning.

(08 marks)

(c) Absenteeism is one important factor which directly influences the overall productivity. Discuss the factors which influence employee attendance.

(06 marks)

7. (a) A person specification defines the required characteristics to carry out the role. Discuss those characteristics in details.

(06 marks)

(b) Discuss the advantages and disadvantages of interviews as a method of selection.

(06 marks)

(c) Preparation for an interview is very vital to achieve the objectives of the process. Suggest ways of planning an interview.

(08 marks)

8. (a) Career management is concerned with the provision of opportunities for people to develop their abilities and their careers in order to ensure that the organization has the flow of talent it needs and satisfy their own aspiration. Discuss some important activities which enhance the career management process.

(08 marks)

(b) Discuss the basic elements of learning and development.

(07 marks)

(c) Discuss the importance of induction process with suitable examples to justify your answer.

(05 marks)

END