



SOUTH EASTERN UNIVERSITY OF SRI LANKA

SECOND YEAR EXAMINATION IN BACHELOR OF BUSINESS ADMINISTRATION /
COMMERCE (EXTERNAL) – 2008 / 2009
HELD IN AUGUST – 2009

BBA / COM 22 – HUMAN RESOURCE MANAGEMENT

Answer any Five (05) Questions

Time: 03 Hours

01. a) Explain as to how Human Resource Manager could help to enhance the effectiveness of an organization through proper management of key result of Human Resource Management. (10 Marks)
- b) Discuss the major changes that are occurring in the business environment and the role of Human Resource Manager in facing these challenges. (10 Marks)
(Total 20 Marks)
02. a) Explain the process of manpower planning integrating the problems of implementation. (08 Marks)
- b) Prepare a job description and job specification for particular job indicating the components of it by taking an example of your choice. (07 Marks)
- c) Explain the factors to be considered in designing jobs in an organization. (05 Marks)
(Total 20 Marks)
03. a) What are the alternative methods that are available for an organization to recruit employees? (05 Marks)
- b) "Wrong selection process would bring drastic results to the organization like poor performance, damages to the image, customer dissatisfaction, waste and cost etc." Comment. (08 Marks)
- c) Explain the different methods of selection you would apply in hiring employees. (07 Marks)
(Total 20 Marks)
04. a) Explain the importance and the advantages of employee orientation program. (07 Marks)
- b) Explain how you analyse and identify the training needs of your employees. (07 Marks)
- c) Explain on-the-job and off-the-job training methods. (06 Marks)
(Total 20 Marks)
(Contd.....2)

05. a) Explain the objectives of performance review system. (10 Marks)
- b) Develop a performance appraisal form indicating evaluation criteria and the scale used to evaluate by taking an example of a job of your choice. (10 Marks)
(Total 20 Marks)
06. a) Explain the macro and micro factors that affect the determination of pay in Sri Lanka. (07 Marks)
- b) "Focus on investment on occupational health and safety would enhance the productivity and effectiveness of an organization." Discuss (07 Marks)
- c) Critically review the reasons as to why employees join trade unions (06 Marks)
(Total 20 Marks)
