



UNIVERSITY OF KELANIYA – SRI LANKA

Centre for Distance and Continuing Education

Faculty of Commerce & Management Studies

Bachelor of Commerce (Special) Degree Third Year Examination (External) – 2021

August – 2024

BCOM E 3015- Human Resource Management

No. of Questions : Six (06)

Time: 03 hours

Answer any five questions.

Question No. 01

- a). List key Human Resource Management Components and explain one.
(04 Marks)
 - b). Explain the differences between job description and job specification.
(06 Marks)
 - c). Why should organizations engage in human resource planning? Why do some organizations require more complex and comprehensive human resource planning than others? Discuss.
(10 Marks)
- (Total 20 Marks)**

Question No. 02

- a). Define the term 'Recruitment'.
(04 Marks)
 - b). Explain four (04) challenges an interviewer may face during an interview, giving suitable examples for each.
(08 Marks)
 - c). Explain the Hiring process model.
(08 Marks)
- (Total 20 Marks)**

Question No. 03

- a). Define the terms 'Training and Development'.
(03 Marks)
- b). Explain what are the differences between On-the-job training and Off-the-job training.
(05 Marks)

c). Explain the relationship between training and performance evaluation. (06 Marks)

d). Identify four guidelines for an effective training session. (06 Marks)

(Total 20 Marks)

Question No. 04

a). What are the factors influencing compensation? (03 Marks)

b). Explain the "Equity Theory" in human resource compensation. (08 Marks)

c). Describe the 360-degree performance appraisal and discuss the relationship between performance appraisal and the compensation system. (09 Marks)

(Total 20 Marks)

Question No. 05

a). Define occupational health and safety. (04 Marks)

b). Any occupation is faced with a certain amount of risk. Discuss the different types of hazards that can be identified in organizations. (08 Marks)

c). Safety management is all about identifying problem areas and planning out prevention methods and safety procedures before the occurrence of the accident. Explain the preventive measures organizations can take to improve safety at the workplace. (08 Marks)

(Total 20 Marks)

Question No. 06

Describe the following topics briefly.

a). Industrial disputes

b). Hard and Soft approach in human resource management

c). Occupational stress

d). Grievances handling

(05 Marks x 4 = Total 20 Marks)