



# Uva Wellassa University

## Faculty of Management

Degree of Entrepreneurship and Business Management

Year I Semester -II Examination – June / July 2009

EMG 172 - 3.Managing Human Resources

### Part C

Answer four questions including question number one

1. Answer the following four questions. Each question carries 5 marks.
  - a) What analyses should be made to determine the training needs of an organization?
  - b) Suppose that you are the manager of an accounts receivable unit in a large company. You are switching to a new system of billing and record keeping and need to train your three supervisors and twenty five employees in the new procedures. What training method(s) would you use? Why?
  - c) Participants in training course are often asked to evaluate the course by means of a questionnaire. What are the advantages of this approach? Are there better ways of evaluating a course?
  - d) Why is employee orientation an important process? What are the benefits of a properly conducted orientation program?
2. Explain how Performance Appraisal will help in development and administrative purposes in an organization
3. Answer the following two questions. Each question carries 5 marks.
  - a) Briefly explain the responsibilities and competencies of a good human resources manager
  - b) How should you achieve sustained competitive advantage through people?
4. Job enrichment model and job characteristic model are the two behavioral methods which can be used for job designing. Briefly explain above two models with the factors you have to consider
5. Answer the following two questions. Each question carries 5 marks
  - a) Briefly explain Ergonomics
  - b) List down human resources managers' functions in relation to industrial relations