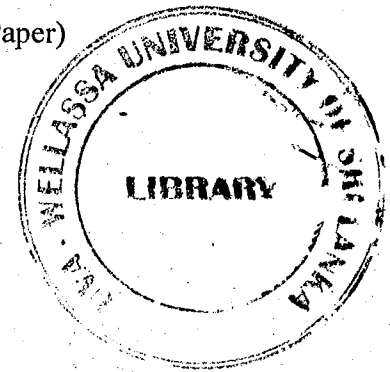


Uva Wellassa University
Faculty of Management

Degree of Entrepreneurship and Business Management

Year 2 Semester -II Examination – June / July 2009

EMG 272 - 3 Managing Human Resources (Repeat Paper)



Part C

Answer four questions including question number one

1. Answer the following two questions. Each question carries 10 marks.
 - a) 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?
 - b) 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?

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) What are the guidelines for reducing job related stress?
 - b) How can you create a healthy work environment in an organization?