

UNIVERSITY OF COLOMBO, SRI LANKA

FACULTY OF MANAGEMENT AND FINANCE

Bachelor of Business Administration (Level II – Semester VII) Examination 2017

HRM 2202 – Strategic Human Resource Management

Two (02) Hours

Answer All Questions

1. i. Compare and contrast Strategic Human Resource Management and Human Resource Management. (05 Marks)
- ii. Describe the process of Strategic Human Resource Management. (05 Marks)
- iii. Define horizontal and vertical fits and explain why it is important to organisations. (10 Marks)
- (Total 20 marks)**
2. i. Explain what characteristics should be considered when designing a compensation/reward strategy? (10 Marks)
- ii. Describe the lessons that we can learn from the case of Southwest Airlines (video) with regard to purpose and vision. (10 Marks)
- (Total 20 marks)**
3. i. Explain what strategies can organisation develop to ensure human resource development? (08 Marks)
- ii. Describe the possible individual learning methods for operational level employees. (06 Marks)
- iii. Advise a HR Manager on the ways in which 'employee voice' can be incorporated in organisations. (06 Marks)

(Total 20 marks)

4. i. Develop metrics that can be used in HR Scorecard to measure turnover, training, selection, compensation, and industrial relations.

(10 Marks)

- ii. As per the Guest Lecturer, what are the key skills required for effective performance appraisal interview?

(10 Marks)

(Total 20 marks)

- 5.* i. State the five components of employee resourcing strategy and briefly describe the importance of each of them for the organisation.

(10 Marks)

- ii. Explain how Au Bon Pain restaurant chain (video) overcame its productivity problem.

(10 Marks)

(Total 20 marks)