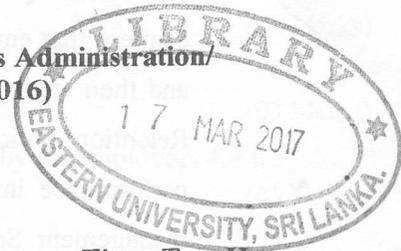


Eastern University, Sri Lanka
Faculty of Commerce & Management
First Year First Semester Examination in Bachelor of Business Administration
Bachelor of Commerce 2014/2015 (July/August 2016)
(Proper/Repeat)



MGT 1032 Career Guidance

Answer all four (4) Questions

Time: Two Hours

Q1. Read the case study and answer the questions given below.

Career Development in Sri Lankan Companies

Generally speaking, most of the companies interviewed, plan training and specific support for new employees as soon as they start their employment. Initial training needs are assessed to help the employee adapt to their role. In particular, the employee's general competences (managerial, communications, interpersonal relations) and the technical skills demanded by the specific requirements of their job role are identified along with the further requirements and priorities of the companies. In some cases, the company organizes programmes for competences and assessment at the time employees enter the company. Most of the companies interviewed also provide coaching activities to support and facilitate the integration of employees into their new roles in the company.

Career opportunities in most of these companies often depend on the employees' constructive attitude and autonomous initiatives. The assumption of responsibilities, leadership, flexibility, focus on business results, sharing business objectives, and commitment to developing business, are positive attributes that influence a company's decisions about career development and promotion opportunities. Human resources (HR) career development policies are generally applied to all employees, though, in practice, the main benefits are usually reserved for top management. In some cases, new graduates with good potential are able to take advantage of these policies. The delivery of career development activities is usually the responsibility of the HR department, while the development of specific competences is the responsibility of area/department managers. The HR department is usually responsible for training and career development for all employee groups. In Sri Lanka, some companies are planning internal programmes for the development of their employees, while others, even large ones use external consultants. This appears to depend on the management structure and varies, even in some international contexts, depending on the company's owners.

The autonomy of line managers in managing human resources varies extremely. The distinctive element that emerges from this analysis is the company's strategy to identify talent promptly and then support these people in their development by monitoring their professional careers. Retention policies can be seen alongside wage and training policies as procedures for performance improvement. Responsibility for implementation is generally shared with top management. Specific qualifications are not normally required to carry out activities associated with HR development, though, in some cases, a preferential job title is given. In contrast to quality assurance procedures in external guidance services, systems for evaluation and monitoring of in-company HR activities do not exist. This is a critical point, since it is not possible to plan a quality system to guarantee continuous improvement of service. Self-managed learning programmes are very rare inside these companies, although some have developed self-managed learning programmes for safety at work and foreign language training.

Questions

I. Define the terms "**Career**" and "**Career Development**".

(05 Marks)

II. List out the **Career Development Practices** in Sri Lankan Companies.

(10 Marks)

III. Briefly explain the **roles of employees and employers in Career Development practices** in Sri Lankan Companies.

(10 Marks)

(25 Marks)

- Q2. a) Define terms “Career Path”, “Career Goals” and “Career Planning”. (06 Marks)
- b) What is **conventional thinking**? (03 Marks)
- c) Identify the **major three competencies** that would be expected by the employers for the jobs. (03 Marks)
- d) Outline the **stages of development of your career** for a specific job. (05 Marks)
- e) Propose four main **roles** of career counsellors. (04 Marks)
- f) Indicate **4 Ps** to identify and belief on future job dreams. (04 Marks)
- (Total 25 Marks)**

- Q3. a) List out the **factors** that **would** have impacted on **career choices** in the labour markets. (06 Marks)
- b) Briefly describe **your interest (strengths and weakness, skills and personal qualities)** for a specific job by using Holland’s Hexagonal Model of Career Fields. (08 Marks)
- c) “Personal Career Planning Guide and self-assessment Exercise are useful tools in providing career counselling.” **Discuss.** (08 Marks)
- (Total 22 Marks)**

- Q4. a) Based on the following jobs given, answer the questions below.

| | | |
|------------------|--------------------------|---------------------|
| Accountant | Information Technologist | Teacher |
| Banker | Beauticians | Clerk |
| Manager | Network Administrator | Development officer |
| Fashion Designer | Doctor | Engineer |
| Make-up Artist, | Chef | Technician |
| Cosmetologist | Physiotherapist | Announcer |
| Photographer | Management Consultant | Craftsman |
| Choreographer | Chartered Accountant | Musicians |

I. Define what is **education based and talent based career.**

(05 Marks)

II. **Classify the above jobs that falls into education and talent based career.**

(06 Marks)

b) Briefly describe the **information** that should be displayed to develop **your resume** for any job in the job market.

(07 Marks)

c) Briefly elaborate **any two of career development theories** with an appropriate example.

(10 Marks)

(Total 28 Marks)

| | | |
|------------------|------------------------|---------------------|
| Accountant | Information Technology | Teacher |
| Banker | Human Resources | Client |
| Manager | Network Administrator | Development Officer |
| Fashion Designer | Doctor | Engineer |
| Make-up Artist | Chef | Technician |
| Cosmetologist | Physiotherapist | Announcer |
| Photographer | Management Consultant | Entrepreneur |
| Choreographer | Chartered Accountant | Musician |