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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2013/2014**

COURSE NAME : HUMAN RESOURCE MANAGEMENT
COURSE CODE : BPA 11503
PROGRAMME : 2 BPA
EXAMINATION DATE : DECEMBER 2013/JANUARY 2014
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

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Q1 You are recently hired as an Assistant Human Resource Manager in your company. After joining the company, you discovered that one of the trainee in your company is confused with several issues on performance appraisal and strategic pay-plan. You are required to:

- (a) Differentiate between direct payment and indirect payment with **ONE (1)** example for each.

(4 marks)

- (b) Job evaluation is a formal and systematic methods to determine the worth of the job relative to other jobs in the organization.

List **THREE (3)** methods used for evaluating job.

(3 marks)

- (c) Discuss **FOUR (4)** techniques used by the manager for appraising performance.

(12 marks)

- (d) Explain the **THREE (3)** steps in performance appraisal.

(6 marks)

Q2 Angelina was extremely excited a month ago when she joined CEIZ company as a Safety Officer. Her first assignment was to prepare a safety and health program for the company. You are advised to assist Angelina by preparing some data related to safety and health in the work place.

- (a) Unsafe acts is actions by people that are unsafe and could contribute to accidents.

Explain **THREE (3)** ways to minimize unsafe acts by employees.

(9 marks)

- (b) List **FOUR (4)** parties who play a major role in ensuring safety at the work place.

(4 marks)

- (c) Explain any **FOUR (4)** of the work place health hazards and ways to deal with them.

(12 marks)

Q3 You are presenting a training seminar on training and development. You need to convey information to new employees on the importance of training and development.

(a) List **FOUR (4)** purposes of conducting employee orientation. (6 marks)

(b) Before training is conducted in the company, it is necessary to analyze employees' training needs which involved task analysis and performance analysis.

Differentiate between task analysis and performance analysis. (4 marks)

(c) Firms use a number of methods for imparting knowledge and skills to their workforce in their training and development program.

Discuss **FIVE (5)** training methods used by the managers to train their employees. (15 marks)

Q4 (a) Collective bargaining is considered by the government to be the best way for private companies to decide on workers' term and conditions of service.

(i) Explain **THREE (3)** different classes of bargaining items under labor law with appropriate examples. (9 marks)

(ii) Distinguish between mediator and arbitrator. (6 marks)

(iii) Explain **TWO (2)** circumstances of strike that can be considered illegal. (4 marks)

(b) List any **FOUR (4)** issues covered under the Employment Act 1955. (6 marks)

- END OF QUESTION -