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**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

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

COURSE NAME : HUMAN RESOURCE  
MANAGEMENT  
COURSE CODE : BPA 10402  
PROGRAMME : 1 BPC  
EXAMINATION DATE : JUNE 2014  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

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

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- Q1** Performance appraisal is a process of evaluating an employee's current and/or past performance relative to his or her performance standard.
- (a) Discuss **FOUR (4)** basic techniques used by the manager for appraising performance. (20 marks)
  - (b) Explain **TWO (2)** potential raters problems in performance appraisal. (5 marks)
- Q2**
- (a) Explain the following method for evaluating job and give **ONE (1)** example for each method.
    - (i) Point method. (6 marks)
    - (ii) Ranking method. (6 marks)
  - (b) Explain **FOUR (4)** types of "pay for time not worked" benefits. (8 marks)
  - (c) Differentiate between piecework plan and merit pay. (5 marks)
- Q3** Human Resource Departments and Units in organizations are typically responsible for a number of activities including orientation, training and development.
- (a) Explain **TWO (2)** purposes of conducting employee orientation. (4 marks)
  - (b) Performance analysis is the process of verifying that there is a performance deficiency among current employees that could be corrected through training.  
List **THREE (3)** methods of assessing current employees' training needs in performance analysis. (3 marks)
  - (c) Discuss **FOUR (4)** training methods used by the managers to train their employees. (18 marks)

- Q4** (a) Explain **THREE (3)** reason why employee join trade union. (9 marks)
- (b) List **FOUR (4)** public holidays in Malaysia that are gazetted for all states. (4 marks)
- (c) Differentiate between strike and picket. (6 marks)
- (d) In collective bargaining, the third party involvement is used to reach settlement among two parties.  
Explain **THREE (3)** types of third party involvement. (6 marks)



- END OF QUESTION -

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