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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2014/2015**

COURSE NAME : HUMAN RESOURCE
MANAGEMENT
COURSE CODE : BPA 11503
PROGRAMME : 2 BPA
EXAMINATION DATE : DECEMBER 2014/JANUARY 2015
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

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Q1 Hana, the human resource director of Lara Garden Hotel knew that the hotel's performance appraisal system was ineffective. When the founders opened their first hotel, they went to an office-supply store and bought a pad of performance appraisal forms. The hotel group uses these form to this day. Each form is a two sided page. Supervisor indicate whether the employee's performance in terms of various traits was excellent, good, fair, or poor. Director Hana knew that, among other weaknesses, this appraisal method did not require either the employee or supervisor to focus on how the employee was helping the hotel to provide superior guest service. She wanted a system that focused on taking actions that would help the hotel to achieve this goal.

(a) List **TWO (2)** roles of human resource department in Lara Garden Hotel that related to performance appraisal.

(3 marks)

(b) There are various alternatives on who should do the performance appraisal.

Discuss any **THREE (3)** options on who should be involved in appraising employees in Lara Garden Hotel.

(6 marks)

(c) Discuss any **FOUR (4)** performance appraisal methods that can be suggested to Hana for evaluating workers in Lara Garden Hotel.

(16 marks)

Q2 (a) Although it is well known that successful training must meet specific learning objective, unfortunately very few organizations give practical attention conducting training evaluation. Most of the time the organization's funds are put into conducting training programs but little funds are provided for evaluating the programs. In such cases, when determining the effectiveness of the training, the top management will usually base on its judgment on reports of the number of hours of training, the number of trainees and the number of courses instead of what the direct impact of training towards the organization.

Discuss **FOUR (4)** levels of training evaluation that can be used by the company to measure the training effect.

(8 marks)

- (b) Firms use a number of methods for imparting knowledge and skills to their workforce in their training and development program.
- (i) Explain On-The-Job (OJT) training method with a specific example.
(3 marks)
- (ii) Discuss any **FOUR (4)** training methods used by the managers to train their employees.
(14 marks)
- Q3** (a) List **THREE (3)** major labour legislations in Malaysia that can be associated with the establishment of Malaysian Trade Unions.
(3 marks)
- (b) Collective bargaining is a process whereby two parties discuss issues in employment relation. For example, an impasse might occur when settlement is not reached between two parties. The impasse may be solved by third party involvement such as mediation and arbitrator.
- Differentiate between mediation and arbitrator.
(4 marks)
- (c) Discuss **THREE (3)** types of Trade Union in Malaysia with an example for each.
(9 marks)
- (d) During an interview there are various questions that could be asked to an interviewee. The interviews can be classified based on the questions or the type of question.
- Discuss **THREE (3)** categories of questions that are important and recommended to be used in any interview with an example.
(9 marks)

- Q4** (a) Differentiate between direct financial payment and indirect financial payment with an example. (4 marks)
- (b) Employers are responsible to provide a safe and healthy workplace for their employees. On the other hand the employees are also responsible to comply with safety regulations to ensure their own safety and health. Among basic causes of workplace accidents in the workplace are chance of occurrence, unsafe condition and unsafe act on the part of employees.
- (i) List **TWO (2)** factors of unsafe condition that could contribute to accident at the workplace. (2 marks)
- (ii) Discuss **TWO (2)** ways on how accident in the workplace can be prevented by giving attention on how to minimize unsafe act by employees. (4 marks)
- (c) Explain the following with an example:
- (i) Individual employee incentive program (2.5 marks)
- (ii) Insurance benefits. (2.5 marks)
- (iii) Pay for time not worked (2.5 marks)
- (iv) Personal service and family-friendly benefits (2.5 marks)
- (d) Discuss any **TWO (2)** methods used by the company for evaluating job in order to determine the worth of one job relative to other jobs in the organization. (5 marks)

- END OF QUESTION -