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**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

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

COURSE NAME	:	HUMAN RESOURCE MANAGEMENT
COURSE CODE	:	BPA 10402
PROGRAMME	:	1 BPC
EXAMINATION DATE	:	JUNE 2015/JULY 2015
DURATION	:	2 HOURS
INSTRUCTION	:	ANSWER ALL QUESTIONS

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

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**Q1** Training and development is the heart of continuous effort designed to improve employee competency and organizational performance. Specifically, training provides learners with the knowledge and skills needed for their present jobs.

(a) Differentiate between task analysis and performance analysis in training need analysis.

(4 marks)

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

(6 marks)

(c) Discuss **THREE (3)** training methods that can be used by the managers to train their employees with an example.

(15 marks)

**Q2** A performance appraisal is a systematic and periodic process that assesses an individual employee's job performance and productivity in relation to certain pre-established criteria and organizational objectives.

(a) List **THREE (3)** options on who should be involved in appraising employees in an organization.

(3 marks)

(b) Explain **TWO (2)** roles of human resource department in any organization that related to performance appraisal.

(4 marks)

(c) Explain **THREE (3)** potential raters problems in performance appraisal.

(6 marks)

(d) Discuss **FOUR (4)** performance appraisal methods that can be implemented for evaluating workers in an organization.

(12 marks)

- Q3** (a) You are presenting a training seminar to new employees. You need to convey information to new employees on collective bargaining.
- (i) Define collective bargaining. (1 mark)
- (ii) Explain **THREE (3)** classes of bargaining item with an example. (6 marks)
- (b) Arbitrator and fact finder are two general approaches to resolve conflict. Distinguish both approaches with relevant examples. (6 marks)
- (c) Structured interview is based directly on a thorough job analysis. It applies a series of job-related questions with predetermined answer consistently across all interviews for a particular job. The interviews can be classified based on the questions or the type of questions. Discuss **THREE (3)** categories of questions that are recommended to be used in any interview with an example. (12 marks)
- Q4** (a) List **FOUR (4)** sources of salary survey. (4 marks)
- (b) List **FIVE (5)** issues covered under The Employment Act 1995. (5 marks)
- (c) Explain **TWO (2)** types of insurance benefits with an example. (6 marks)
- (d) Differentiate between cost reduction plan and profit sharing plan. (4 marks)
- (e) Explain **THREE (3)** different types of Trade Union in Malaysia with an example. (6 marks)

- END OF QUESTIONS -