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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

**COURSE NAME : HUMAN RESOURCE
MANAGEMENT**
COURSE CODE : BPA 11503
PROGRAMME : 1 BPB
EXAMINATION DATE : JUNE 2015/JULY 2015
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

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- Q1** (a) Illustrate **FIVE (5)** steps of validation process in a selection test using a diagrammatic form. (15 marks)
- (b) Define the following terms:
- (i) Criterion Validity (2.5 marks)
- (ii) Content Validity (2.5 marks)
- Q2** Carter Cleaning Company currently has no organized approach to interviewing job candidates. Store managers, who do almost the hiring, have their own favourite questions that they ask. But in the absence of any guidance from management, they all admit their interview performance could be further improved. Similarly, Jack Carter (founder of the company) himself is admittedly most comfortable dealing with the operational aspect of his business and has never felt particularly comfortable having to interview management or other job applicants. Jennifer Carter (the owner-manager of the company) is sure that this lack of formal interviewing practices, procedure, and training account for some of the employee turnover and theft problems. Therefore, she wants to do something to improve her company's performance.
- (a) Explain **TWO (2)** approaches on how Jennifer Carter could improve her company's interviewing practices. (4 marks)
- (b) Prepare **TWO (2)** lists of interview questions for managerial and non-managerial position of the company. (8 marks)
- (c) Prepare **TWO (2)** contents of training program for the managers to be better interviewers. (8 marks)
- Q3** (a) Describe **FIVE (5)** approaches to retaining employees in organization. (10 marks)
- (b) Explain **FIVE (5)** advantages of employee onboarding to be conducted by managers of every department. (10 marks)

- Q4** (a) Define competency-based pay. (2 marks)
- (b) Explain **THREE (3)** reasons of using competency-based pay. (6 marks)
- (c) Explain **THREE (3)** differences between competency-based pay and traditional pay system. (6 marks)
- (d) Discuss **TWO (2)** flexible work schedule options for employees to ensure work-life balance. (6 marks)
- Q5** (a) Discuss **FIVE (5)** types of employee incentives plans. (10 marks)
- (b) Describe the incentives practices that are being implemented in the private and public sector in Malaysia. (10 marks)

- END OF QUESTION -