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Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER II  
SESSION 2015/2016**

COURSE NAME : HUMAN RESOURCE  
MANAGEMENT  
COURSE CODE : BPA 10402  
PROGRAMME CODE : BPC  
EXAMINATION DATE : JUNE/JULY 2016  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

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

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**Q1** Most organizations use interview as part of the employees selection process. At this stage of employment interviews, supervisors and team members most often get involved in the selection process. This interview bring together job applicants and representatives of the employer to obtain information and evaluate the applicant's qualification.

(a) Explain **TWO (2)** different types of interview structure with example for each.

(5 marks)

(b) Differentiate between situational interview and behavioral interview with an example.

(8 marks)

(c) Discuss any **THREE (3)** common error that can undermine an interview usefulness with an example.

(12 marks)

**Q2** Training is developing in oneself or others any skills and knowledge that relate to specific competencies. It involves teaching new or current employees the relevant skills needed to perform the job.

(a) Define the following training methods with examples.

(i) Apprenticeship training (3 marks)

(ii) Job instruction training (3 marks)

(iii) Programme learning training (3 marks)

(iv) On the job training (3 marks)

(b) Explain the **FIVE (5)** steps of the training process.

(5 marks)

(c) Discuss **FOUR (4)** level of training evaluation that can be used by companies to measure its effect with examples.

(8 marks)

- Q3** You are conducting a seminar on performance appraisal and compensation. The seminar need to convey information to future employees on issues related to performance appraisal and the compensation management.
- (a) Define performance appraisal. (1 mark)
  - (b) Discuss any **FOUR (4)** performance appraisal methods that can be used to evaluate the performance of the employees. (12 marks)
  - (c) Explain **FOUR (4)** types of “pay for time not worked” benefits with an example. (12 marks)
- Q4** (a) Explain the following with an example.
- (i) Picket (3.5 marks)
  - (ii) Lockout (3.5 marks)
- (b) Discuss **THREE (3)** types of trade unions in Malaysia with specific examples for each. (9 marks)
- (c) Discuss **THREE (3)** principle parties that involve in union-management framework with examples (9 marks)

- END OF QUESTIONS -