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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2016/2017**

TERBUKA

COURSE NAME : HUMAN RESOURCE
MANAGEMENT
COURSE CODE : BPA 11503
PROGRAMME CODE : BPA / BPP
EXAMINATION DATE : DECEMBER 2016 / JANUARY 2017
DURATION : 2 HOURS AND 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

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

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UNIVERSITI TUN HUSSEIN ONN MALAYSIA
FACULTY OF HUMAN RESOURCE TECHNOLOGY
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BARAHATI

- Q1** (a) Describe the following types of employee training with examples:
- (i) On-the –job training (3 marks)
 - (ii) Behavior modelling (3 marks)
 - (iii) Apprenticeship training (3 marks)
- (b) Differentiate between task analysis and performance analysis in training needs analysis. (4 marks)
- (c) It is important for a human resource manager to evaluate the training program. The manager can measure four levels of training effect.
- Discuss **FOUR (4)** levels of training effect as proposed by Donald Kirkpatrick to measure the training effect with examples. (12 marks)

Q2 Among the challenges faced by the human resource managers are to give employee meaningful benefit choices that match their need, to keep cost of these benefit under control and to ensure that employee are fully informed of their benefits options.

- (a) Define the following terms by giving **TWO (2)** examples for each.
- (i) Pay For Time Not Worked Benefits. (4 marks)
 - (ii) Insurance Benefits. (4 marks)
- (b) Organization used variety of individual benefits plans to motivate their employees.
- Differentiate between piecework plans and merit plans with examples. (5 marks)
- (c) Discuss **FOUR (4)** advantages of implementing flexible work schedule in an organization with examples. (12 marks)

Q3 An interview is a procedure to get information from applicants by asking them questions. A selection interview can predict future performance based on the applicants's answers to questions asked by the interviewers.

- (a) Interviews can be classified as situational interview and behavioral interview.

Differentiate between situational interview and behavioral interview with examples.

(9 marks)

- (b) Discuss **FOUR (4)** main errors that can undermine an interview's usefulness with examples.

(16 marks)

Q4 (a) Explain **THREE (3)** principle parties in the union management framework in Malaysia.

(6 marks)

- (b) The process of collective bargaining has three overlapping phases.

Discuss **THREE (3)** phases of collective bargaining process.

(9 marks)

- (c) Appraisal by supervisor are common in organizations. However, relying only on one supervisors' appraisal is not advisable. Some of the organizations used other options to appraise their employees.

Discuss **FOUR (4)** types of appraisal options with examples.

(10 marks)

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- END OF QUESTIONS -