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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

COURSE NAME : HUMAN RESOURCE
MANAGEMENT
COURSE CODE : BPA 10402
PROGRAMME CODE : BPC
EXAMINATION DATE : JUNE 2017
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

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- Q1**
- (a) Describe the following types of employee training with examples:
 - (i) Vestibule Training. (3 marks)
 - (ii) Behavior modelling. (3 marks)
 - (iii) On the job training. (3 marks)
 - (b) There are four categories of training effect as proposed by Donald Kirkpatrick to measure the training effect.
Differentiate between reaction and learning training effect with examples. (6 marks)
 - (c) It is important for a human resource manager to understand the overall process of training in achieving organizational objective.
Discuss **FIVE (5)** steps in training process with examples. (10 marks)

- Q2**
- (a) List any **FOUR (4)** issues covered under the Employment Act 1955. (4 marks)
 - (b) Define the following terms by giving **TWO (2)** examples for each.
 - (i) Pay For Time Not Worked Benefits. (5 marks)
 - (ii) Insurance Benefits. (5 marks)
 - (c) Organization used variety of individual incentives to motivate their employees.
Differentiate between piecework plans and production bonus with examples. (5 marks)
 - (d) Explain **THREE (3)** principle parties involved in union management framework in Malaysia. (6 marks)

- Q3** Interviews are relatively formal, in-depth conversation conducted for the purpose of assessing a candidate's knowledge, skill, abilities as well as providing information to the candidate about the organization and potential jobs. A selection interview can predict future performance based on the applicants's answers to questions asked by the interviewers.
- (a) Differentiate between situational interview, job related 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) List **THREE (3)** steps in conducting performance appraisal. (3 marks)
- (b) Explain **THREE (3)** categories of bargaining items in collective bargaining with examples. (6 marks)
- (c) Discuss **FOUR (4)** commonly performance appraisal techniques used by the company to assess the performance of the employees with examples. (16 marks)

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- END OF QUESTIONS -