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Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
(ONLINE)
SEMESTER I
SESSION 2020/2021**

COURSE NAME : HUMAN RESOURCE MANAGEMENT
COURSE CODE : BDL 40102
PROGRAMME : BDC
EXAMINATION DATE : JANUARY/FEBRUARY 2021
DURATION : 2 HOURS
INSTRUCTION : ANSWER FOUR (4) QUESTIONS ONLY

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

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- Q1** (a) Lists six (6) human resource management process. (3 marks)
- (b) As Hotel HR Director, illustrate a HR scorecard in order to improve the hotel performance. (14 marks)
- (c) Create SWOT quadrants for developing your Hotel HR department's strategic plan. (8 marks)
- Q2** (a) List usages of job analysis information. (3 marks)
- (b) You are involved in the airline recruitment and selection process. It is crucial that job analysis is carried out to ensure the successful implementation of the process. Identify the procedures involved in job analysis process. (12 marks)
- (c) Describe the following honesty testing:
(i) Polygraph
(ii) Paper-and-pencil honesty test
(iii) Graphology (10 marks)
- Q3** (a) Lists three (3) concerns arise when hiring temporary employees and explain what managers should avoid when supervising temporary employees. (13 marks)
- (b) You are instructed by the company to interview candidates for the company's pilot position. Prepare interview questions to ask the candidates. The questions should be categorized in several sections which are job knowledge questions, experience questions, behavioural questions and situational questions. For each section, you are required to create a minimum of three questions. (12 marks)

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- Q4** (a) List five (5) purposes of employee orientation. (5 marks)
- (b) You are about to receive a new employee, reporting at the end of the month. Schedule an orientation programme which contains activities prior, during and post registration. (10 marks)
- (c) Describe the following appraisal technique:
Technique 1 : Graphic Rating Scale Method
Technique 2 : Alternation Ranking Method
Technique 3 : Critical Incident Method
Technique 4 : Behaviourally Anchored Rating Scales (10 marks)
- Q5** (a) Managing employee turnover is important to a company. As a human resource manager, suggest seven (7) strategies that you can implement at your company to reduce employee turnover. (7 marks)
- (b) Employee engagement is also crucial to ensure that the company productivity can be sustained. Suggest three (3) activities for each of the following improvement strategy:
Strategy 1 : employee relation with manager
Strategy 2 : employee wellness
Strategy 3 : relationship with colleague
Strategy 4 : workplace satisfaction (12 marks)
- (c) There are four (4) types of compensation equities which are external equity, internal equity, individual equity, procedural equity. Choose three (3) of the equities and explain what does these equities means. (6 marks)

- END OF QUESTION -

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