



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAM  
SEMESTER I  
2014/2015 SESSION**

COURSE NAME : HUMAN RESOURCE MANAGEMENT  
COURSE CODE : BBP 20102  
PROGRAMME CODE : 1BBE/1BBC/1 BBB/1 BBF/ 1BBD/  
1BBG/ 1BBA  
EXAM DATE : DECEMBER 2014/ JANUARY 2015  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

THIS EXAM PAPER CONTAINS **THREE (3)** PAGES INCLUSIVE OF COVER

- Q1** (a) Mention three (3) primary functions of Human Resource Management (HRM) in human resource development. (6 marks)
- (b) Explain the three functions that you have mentioned in Q1(a) in an application context (example: fast food store operation) (7 marks)
- (c) Explain in detail two (2) positive and two (2) negative impact of globalization towards organization and human resource management practice. (12 marks)
- Q2** (a) Give two (2) considerations for an organization before deciding a recruitment exercise. (4 marks)
- (b) (i) List four (4) methods to attract external applicants to fulfill job vacancy in an organization. (4 marks)
- (ii) The purpose of evaluating officer at recruitment stage is to choose suitable candidates. Candidates can be internal or external applicants. Explain two (2) advantages and two (2) disadvantages for external recruitment. (8 marks)
- (c) Imagine that you are the designer of a customer reception training course for a five-star hotel's restaurant, aimed at new employees. Construct three (3) possible examples of training objectives for such a training course. (9 marks)

- Q3** (a) What are the four (4) main processes in performance management? (4 marks)
- (b) Explain the following types of biases in a performance appraisal:
- (i) Halo Effect,
  - (ii) Strictness Tendency,
  - (iii) Recency Effect.
- (6 marks)
- (c) Imagine that you are the human resource manager in a direct sales company. What incentive plan will you suggest for a salesperson in your company? Explain the reason behind your choice of plan. (5 marks)
- (d) Elaborate the main steps involved in a pay system design. (10 marks)
- Q4** (a) State four (4) reasons why a worker should join trade union. (4 marks)
- (b) State three (3) ways to settle disputes when collective bargaining fails to reach agreement between two parties. (3 marks)
- (c) Explain four factors that affect an individual's ethical behaviour at work. (8 marks)
- (d) Elaborate the four (4) main steps in the process of negotiation between an union and employer. (10 marks)

END OF QUESTIONS