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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 : BBP 20102
PROGRAMME CODE : BBA/BBB/BBC/BBD/BBE/BBF/BBG
EXAMINATION DATE : JUNE / JULY 2016
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES INCLUSIVE OF COVER

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- Q1** (a) Mention two (2) primary functions of Human Resource Management (HRM) practice. (2 marks)
- (b) Compare the ERG theory and Maslow's hierarchy of needs in terms of main differences and similarities. (8 marks)
- (c) The advent of free trade agreements have also resulted in free talent movement and the influx of foreign workers. Explain three (3) challenges faced by an organization in managing diverse human workforce by elaborating an example for each challenge. (15 marks)
- Q2** (a) Explain the meaning of person specification. (3 marks)
- (b) Describe briefly the three (3) typical elements in a job description. (6 marks)
- (c) List and briefly explain all the steps taken in designing an effective training program. (10 marks)
- (d) Imagine that you are the HR manager of a hotel chain and you are designing a training course to train new employees on how to perform room service. Design two (2) possible training objectives for the training course. (6 marks)

Q3 (a) Explain three (3) factors that affect the performance of an individual worker.

(6 marks)

(b) Explain three (3) biases in a performance appraisal practice.

(6 marks)

(c) Read the following passage carefully and answer the questions given.

Upon graduation, Ahmad has joined a machinery manufacturer in Malaysia as a sales executive two months ago. His job requires him to travel around Kuala Lumpur and Klang Valley area to meet with potential clients. The company has provided him with meal, travel and mobile phone allowances for this purpose. While his performance has been satisfactory for the past two months (i.e., meeting the minimum company sales target), he was recently spotted patronizing (or visiting) a snooker centre during office hours (from 3.30pm to 4.30pm) by his direct supervisor. When questioned by his direct supervisor on the next day after the incident, he explained that he was meeting a client in the snooker centre. Ahmad's probation period is going to end in a month's time.

(i) Has Ahmad committed any wrongdoing in his action? Explain your answer from the perspective of the company's interest.

(3 marks)

(ii) What are the appropriate actions that should be taken by Ahmad? Give two (2) of such possible actions.

(4 marks)

(iii) Assuming that you are the direct supervisor for Ahmad, what are the steps or actions that can be taken against Ahmad? Provide three (3) of such possible actions.

(6 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 three (3) factors that affect an individual's ethical behaviour at work. (6 marks)
- (d) Elaborate the four (4) main steps in the process of negotiation between a union and employer. (12 marks)

-END OF QUESTIONS-