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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2012/2013**

COURSE NAME : HUMAN RESOURCE
MANAGEMENT

COURSE CODE : BPA 11503

PROGRAM ME : 1 BPA

EXAMINATION DATE : JUNE 2013

DURATION : 2 HOURS 30 MINUTES

INSTRUCTION : ANSWER ALL QUESTIONS

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

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- Q1** As the Human Resource Manager you have been asked to do a review of compensation rates in your organization as compared to the external market.

Discuss **FIVE (5)** steps to create a market-competitive pay plan if wages need to be adjusted to be more externally competitive.

(20 marks)

- Q2** Managing human resources often requires making decisions in which fairness play a big role. Companies where fairness and justice prevail also tend to be ethical companies.

Explain **FIVE (5)** methods to promote ethics and fair treatment at workplace.

(20 marks)

- Q3** (a) Trade union density in Malaysia was 9.35 per cent in 1990 dropped to 9.24 per cent in 1995 and 7.87 per cent in 2002.

Source: Department of Trade Union Affairs 2003, Department of Statistics 2006

List **THREE (3)** reasons for employees to joining a trade union.

(3 marks)

- (b) One of your employees has come to you with a written statement indicating that his work hours are not fair. The employee is a member of the recognized union in your company.

Describe how you would handle this complaint.

(17 marks)

- Q4** (a) Safety and health are an important factor in the quality of employees' work lives. As a manager, you need basic knowledge to deal with workplace safety and health issues.
- (i) Explain **THREE (3)** causes of accidents with examples. (6 marks)
- (ii) List **FOUR (4)** ways to reduce job stress. (4 marks)
- (b) The number of accidents at work places in Malaysia have dropped to 5.72 cases per 1,000 workers last year said Human Resource Minister Datuk Seri Dr S. Subramaniam.

Subramaniam said the accident rate was 10.3 cases per 1,000 workers in 2000 and the current rate was almost a 50 per cent drop. This clearly shows that efforts, programmes and campaigns carried out by the government, employers and employees had succeeded.

Source: Department of Occupational Safety and Health

Explain **FIVE (5)** ways to prevent accidents at workplaces. (10 marks)

- Q5** According to Chelliah et al. (2010), internationalization has a positive relationship with the performance of small businesses. Thus, a director of small manufacturing company, you would like to expand your business globally.

Source: Chelliah et al. (2010), Internationalization and Performance: SMEs in Malaysia International Journal of Business and Management, 5(6).

Explain how internationalization will affect HR activities in a small business. (20 marks)

-END OF QUESTION-

JADUAL KEDUDUKAN PELAJAR DI DALAM DEWAN PEPERIKSAAN

(STUDENT MUST SEAT AT YOUR SEAT RANGE)

Date : 19-6-2013 (Wed)

Venue : Blok G3 E Bawah

Time : 02:30 PM - 05:30 PM

Occupancy : 113

Full Capacity : 150

No	Course
1	BPA11503 - PENGURUSAN SUMBER MANUSIA : 1 (70) [3 H 0 M] Seat Range: 1 - 70
2	BPA11503 - PENGURUSAN SUMBER MANUSIA : 2 (43) [3 H 0 M] Seat Range: 71 - 113