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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2013/2014**

COURSE NAME : HUMAN RESOURCE
MANAGEMENT
COURSE CODE : BPA 11503
PROGRAMME : 1 BPB
EXAMINATION DATE : JUNE 2014
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

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

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- Q1** (a) There are various selection tests you could use as a human resource manager to select the best candidate for a job.
- Discuss **FOUR (4)** types of employee selection test. (8 marks)
- (b) Define:
- (i) Stress Interview (2 marks)
- (ii) Behavioral Interview (2 marks)
- (c) Selection interview can become less than useful when the managers make predictable and unavoidable errors.
- Describe **FOUR (4)** errors that undermine interview's usefulness. (8 marks)
- Q2** (a) Define Organisational Development. (2 marks)
- (b) Explain **FOUR (4)** training techniques that can be implemented in an organisation. (8 marks)
- (c) Illustrate the use of ADDIE Five-Step Training Process in developing a training program of your choice. (10 marks)
- Q3** (a) Performance appraisal by the immediate supervisor is common in many organisations. However, there are other options in doing this.
- Describe **THREE (3)** types of performance appraisal that can be used by an HR Manager. (6 marks)
- (b) Explain **FOUR (4)** appraisal's problems in an organisation. (8 marks)
- (c) List **SIX (6)** approaches to retain employees in the organisation. (6 marks)

- Q4** (a) Describe **THREE (3)** reasons for the use of competency-based pay by a human resource manager as a substitute to the traditional pay system. (6 marks)
- (b) Explain the characteristics of these incentive plans for individual employee:
- (i) Piecework Plans (2 marks)
 - (ii) Merit Pay (2 marks)
 - (iii) Nonfinancial and Recognition-based Plans (2 marks)
- (c) Discuss **FOUR (4)** ways in minimising the unsafe acts at workplace. (8 marks)
- Q5** (a) Discuss **FOUR (4)** differences between small and large firms in managing human resources. (8 marks)
- (b) Explain **FOUR (4)** implications of the differences as in **Q5(a)** on human resource management-related activities in small firms. (8 marks)
- (c) Describe **TWO (2)** advantages for effective human resource management in small firms. (4 marks)

- END OF QUESTION -

