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**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER II  
SESSION 2017/2018**

COURSE NAME : HUMAN RESOURCE  
MANAGEMENT  
COURSE CODE : BPA 10402  
PROGRAMME CODE : BPC  
EXAMINATION DATE : JUNE / JULY 2018  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

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

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**Q1** Performance appraisal is the assessment of employee's job performance in relation to certain pre-established criteria and organizational objectives.

(a) Explain **THREE (3)** purpose of conducting performance appraisal with examples. (6 marks)

(b) The performance appraisal process make an assumption that the rater is free from all biases.

Discuss **THREE (3)** potential rater errors in performance appraisal which might occur in the rating process with examples. (9 marks)

(c) Discuss **FOUR (4)** techniques for appraising performance with examples. (10 marks)

**Q2** (a) Interviews are used to screen out unqualified applicants. An employment interview is a procedure to get information from the applicants that often encountered by a person applying for a job.

(i) Explain **TWO (2)** categories of questions that are recommended to be used in any interviews with examples. (6 marks)

(ii) Discuss **THREE (3)** potential interviewing error that need to be avoided by the managers during interview. (9 marks)

(b) Explain **TWO (2)** types of Pay For Time Not Worked benefits with examples. (4 marks)

(c) Organization use variety of individual incentives to motivate their employees.

Differentiate between production pay and merit pay. (6 marks)

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**Q3** Skills and performance of employees need to be continually upgraded. Meeting this requirement involve training and development activities. Thus, it is important for human resource manager to understand the overall process of training in achieving organizational objectives.

(a) List **TWO (2)** purposes of conducting employees orientation. (2 marks)

(b) There are four categories of training effect as proposed by Donald Kirkpatrick to measure the training effect.

Differentiate between reaction and learning training effect with examples. (8 marks)

(c) Discuss **FIVE (5)** steps in the training process with examples. (15 marks)

**Q4** (a) Explain **TWO (2)** categories of bargaining item in collective bargaining with examples. (4 marks)

(b) Discuss **THREE (3)** principles parties involved in union management framework in Malaysia (9 marks)

(c) In collective bargaining an impasses occurs when the parties are not able to move forward towards settlement. Third party interventions is needed to overcome impasse.

Discuss **THREE (3)** types of third party interventions to overcome impasse with examples. (12 marks)

- END OF QUESTIONS -

