# UTHM
Universiti Tun Hussein Onn Malaysia

# UNIVERSITI TUN HUSSEIN ONN MALAYSIA

## FINAL EXAMINATION
## SEMESTER II
## SESSION 2018/2019

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| COURSE NAME | : | HUMAN RESOURCE MANAGEMENT |
| COURSE CODE | : | BPA 11503 |
| PROGRAMME CODE | : | BPA / BPB |
| EXAMINATION DATE | : | JUNE / JULY 2019 |
| DURATION | : | 2 HOURS AND 30 MINUTES |
| INSTRUCTION | : | ANSWER **ALL** QUESTIONS |

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

**Q1**    (a)    Effective training program act as an important factor to determine capability of the employees that in turn will held in enhancing the efficiency of the organization. The main objective of such training program is to analyze the training effectiveness of the employees. Thus, in order to understand the level of the employees' performance, the management of an organization need to organized the workplace training evaluation. The Kirkpatrick model is one of the well known approaches used for measuring the training effectiveness of the employees.

Explain **FOUR (4)** level of Kirkpatrick evaluation model used to analyze the effectiveness of the training program.

(6 marks)

(b)    Training is an organized activity conducted to improve the performance of an employee and to bring about a considerable change in the skills, knowledge, attitude, behavior for performing a particular kind of a job. There are various training methods that will provide employees with the knowledge and skills needed for their present and future job.

(i)    Elaborate **FIVE (5)** steps training process that can be used by the managers to train their employees with an example .

(15 marks)

(ii)    Differentiate between programmed learning and job instruction training used in the training program.

(4 marks)

**Q2**    Performance appraisal is a process of assessing the employees performance by comparing current performance with established standard criteria and organizational objective.

(a)    Discuss any **THREE (3)** performance appraisal methods that can be implemented for evaluating workers in an organization with examples.

(9 marks)

(b)    Explain **ONE (1)** advantage and **ONE (1)** disadvantage for each method in **Q2(a).**

(6 marks)

(c)    Discuss any **TWO (2)** potential appraisal problems with examples.

(5 marks)

(d)     Recommend **ONE (1)** technique to overcome both problems in **Q2(c).**

(5 marks)

**Q3**    (a)     Aden is going to attend a job interview in one of the organization. He is concerned on types of interview questions that might be asked during the interview. You are required to explain to Aden the interview questions example.

Describe **TWO (2)** categories of questions that can be asked in any interview with example.

(4 marks)

(b)     Nonverbal behaviors and impression management can affect an interview.

Differentiate between nonverbal behaviors and impression management with examples.

(6 marks)

(c)     One of the reason why selection interview are often less useful than they should be is that managers make predictable errors that undermine an interview's usefulness.

Discuss **THREE (3)** common interview errors that need to be avoided by the managers with examples.

(9 marks)

(d)     Explain the following with an example for each.

(i)     Family friendly benefits

(2 marks)

(ii)    Profit sharing plans

(2 marks)

(iii)   Merit plan

(2 marks)

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**Q4**    (a)    In establishing strategic pay plans, managers first need to understand some basic factors in determining pay rates.

Explain **THREE (3)** factors that determine the design of any pay plan in an organization.

(6 marks)

(b)    Alley had decided to investigate the job evaluation methods to determine the worth of one job relative to another.

Differentiate between ranking, job classification and point method in job evaluation with example.

(9 marks)

(c)    In collective bargaining, an impasse or occurs when the parties are not able to move further toward settlement. This usually occurs because one party is demanding more than the other will offer. Thus, a third party is needed to resolve an impasse.

(i)    Define collective bargaining.

(1 mark)

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

(9 marks)

- END OF QUESTIONS –