

CONFIDENTIAL



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2018/2019**

COURSE NAME : HUMAN RESOURCE
MANAGEMENT

COURSE CODE : BDL 40102

PROGRAMME : BDC/BDM

EXAMINATION DATE : DECEMBER 2018/JANUARY 2019

DURATION : 2 HOURS

INSTRUCTION : ANSWER **FOUR (4)** QUESTIONS
ONLY

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

TERBUKA
CONFIDENTIAL

- Q1** (a) List six (6) human resource management process. (3 marks)
- (b) As Hotel HR Director, develop a HR scorecard in order to improve the hotel performance. (14 marks)
- (c) Create SWOT quadrants for developing your Hotel HR department's strategic plan. (8 marks)
- Q2** (a) List usages of job analysis information. (3 marks)
- (b) You are involved in the airline recruitment and selection process. It is crucial that job analysis is carried out to ensure the successful implementation of the process. Develop the procedures involved in job analysis process. (12 marks)
- (c) Describe the following honesty testing:
(i) Polygraph
(ii) Paper-and-pencil honesty test
(iii) Graphology (10 marks)
- Q3** (a) Give three (3) concerns arise when hiring temporary employees and explain what managers should avoid when supervising temporary employees. (13 marks)
- (b) You are instructed by the company to interview candidates for the company's pilot position. Create interview questions to ask the candidates. The questions should be categorized in several sections which are job knowledge questions, experience questions, behavioural questions and situational questions. For each section, you are required to create a minimum of three questions. (12 marks)

