



**UTHM**  
Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAM  
SEMESTER II  
2014/2015 SESSION**

COURSE NAME : HUMAN RESOURCE MANAGEMENT  
COURSE CODE : BBP 20102  
PROGRAMME CODE : 1BBA/1BBB/1 BBC/1 BBD/ 1BBE/  
1BBF/ 1BBG  
EXAM DATE : JUNE / JULY 2015  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

THIS EXAM PAPER CONTAINS **FOUR (4)** PAGES INCLUSIVE OF COVER

- Q1** (a) Mention two (2) primary functions of Human Resource Management (HRM) in human resource development.  
(2 marks)
- (b) Explain briefly two (2) characteristics of Theory X Managers and two (2) characteristics of Theory Y Managers.  
(8 marks)
- (c) The rapid development of Information and Communication Technology (ICT) has forced organization to become more competitive during the globalization era. Explain three (3) challenges faced by an organization in managing human resources during the ICT and globalization era by elaborating an example for each challenge.  
(15 marks)
- Q2** (a) Explain the meaning of job description.  
(3 marks)
- (b) Explain briefly the six (6) typical elements in preparing a job advertisement.  
(12 marks)
- (c) Imagine that you are the HR manager of a hypermarket chain named SaveMore. Design a simple job advertisement for your company if your company would like to hire a new Sales and Marketing Officer.  
(10 marks)

**Q3** (a) Describe briefly two (2) approaches on how a salary survey is conducted.

(6 marks)

(b) Explain two (2) differences between compensation and rewards approach for a salesperson and a sales manager.

(6 marks)

(c) Read the following passage carefully and answer the questions given.

*Adam is an engineer at Axis Digital, a renowned multi-national ICT company. Among the perks of working at this company is that pets are allowed. The main intention of such a perk is to encourage interaction among employees and for stress relief, and Adam has been bringing his cat to workplace. However, the company has received complaints from a new colleague, Melvin, that he is allergic to cat fur and Adam's action has affected his work concentration and performance.*

(i) Are the perks stated in the passage above provide a good motivation to employees? State your arguments in the employee motivation perspective.

(7 marks)

(ii) Assuming that you are the human resource manager of the company, what are the steps that can be taken? Provide three (3) essential steps.

(6 marks)

**Q4** (a) Explain two (2) factors that bring to the establishment of trade union.

(4 marks)

(b) Explain two (2) benefits for joining a trade union.

(6 marks)

(c) Read the following passage carefully and answers the questions given.

*One of Malaysia's best known companies, Edaran Otomobil Nasional Bhd (EON) conducted a VSS (Voluntary Separation Scheme) in mid-2006. EON has been badly affected by the weak demand for Proton cars. The other cars marketed by the company were also not selling well. The terms of the offer were in line with VSS packages provided by other companies. EON Employees who opted for the scheme were given compensation of 1.5 times their drawn salary times their numbers of years of service, subject to a maximum of 24 years. They also receive 2 month's wages in lieu of notice, medical assistance of RM 1000 per employee, and salary in lieu of annual leave. (Source: The Star, 26 and 27 July, 2006)*

(i) Discuss whether EON's VSS scheme is appropriate from the ethical perspective of human resource management.

(5 marks)

(ii) Explain the impact of the aforementioned VSS scheme towards performing and non-performing employees of EON.

(10 marks)

**-END OF QUESTIONS-**