



UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INFORMATION TECHNOLOGY

FINAL EXAMINATION
JANUARY 2016 SEMESTER

COURSE CODE : IEB 30803
COURSE NAME : HUMAN RESOURCE MANAGEMENT
PROGRAMME NAME : BACHELOR OF BUSINESS TECHNOLOGY (HONS.) IN
COMPUTER ENTREPRENEURIAL MANAGEMENT
DATE : 29 MAY 2016
TIME : 9.00 am – 11.00 am
DURATION : 2 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please **CAREFULLY** read the instructions given in the question paper.
2. This question paper has information printed on both sides of the paper.
3. This question paper consists of **ONE SECTION: SECTION A**.
4. Answer **FOUR (4)** out of **FIVE (5)** questions **ONLY**.
5. Please write your answers on the answer booklet provided.
6. Answer all questions in **English ONLY**.

THERE ARE 03 PAGES OF QUESTIONS, EXCLUDING THIS PAGE

SECTION A (TOTAL: 100 marks)**INSTRUCTION: Answer FOUR (4) questions ONLY.****Please use the answer booklet given.****Question 1**

Human Resources Management (HRM) is the strategic management of the employees, who individually and collectively contribute to the achievement of the strategic objectives of the organization.

- a) Briefly explain **FIVE (5)** functions of the Human Resource Department. (20 marks)
- b) Outline some of the skills and attributes required to be a successful human resource practitioner? (5 marks)

Question 2

- a) Organizations use the 'Suggestion Scheme Process' as a means for channelling workers' ideas on how to improve work processes. Explain the steps involved in this process. (8 marks)
- b) Outline the functions of a safety committee. (5 marks)
- c) Very often bias occurs during performance appraisal. Discuss **FOUR (4)** biases that potentially can take place during the performance appraisal process. (12 marks)

Question 3

Read the case study below and answer the questions that follow.

Ali's First Experience of Training

Ali was excited. He had received notification from his head of Department that he was to attend a training programme in the Company's training room. Unfortunately, the memo from his boss did not provide any details about the programme other than the date, time and place. Nevertheless, Ali was present in the training room at the stated time. To his surprise, no one else was there and clearly, the room was not ready for a training session. There was rubbish strewn around and the tables and chairs were stacked against one all. He waited and waited until half an hour later a senior employee turned up who said, "You're a bit early! We never start training here until at least an hour after the stated time. The trainers from headquarters are always late."

The senior employee was clearly correct. After another half hour of waiting, a few more employees arrived so did a person who introduced himself as the trainer. He wrote up on the white board "Training for Today: How to Close a Sale". Ali thought to himself that the training did not look or sound very impressive. He was wearing a shirt with curry stains on the front, baggy trousers and sandals. He spoke very softly so Ali found it hard to hear him.

The trainer talked non-stop for 3 hours, after which he asked Ali and the other learners whether they had any questions. By that time, they were all so tired and keen to have a break that no one asked anything. Ali was astonished that after the break the trainer suggested they all write down the key points of his lecture on how to close a sale. Ali thought that some practice sessions might be useful so he asked the trainer, "Are we going to have an opportunity to role-play?" The answer given was, "Why should we role-play? I have told you what to do to close a sale. All you have to do is implement what I have explained."

- a) What mistakes has the company made organizing this programme? Briefly discuss **THREE (3)** mistakes.
- (6 marks)
- b) From your observation of this case, what are some of the weaknesses of the training facilitator? Explain **FIVE (5)**.
- (10 marks)
- c) Give **THREE (3)** recommendations to improve the way training is conducted in the company where Ali works.
- (9 marks)

Question 4

- a) Working overtime and shift work has become a common practice in Malaysian organizations. However, both practices incur negative outcomes to both employers and employees. Describe **FOUR (4)** problems that occur as a result of involving in shift work.

(16 marks)

- b) Discuss **THREE (3)** disadvantages of piece-work wage systems.

(9 marks)

Question 5

- a) Explain the difference between wages, benefits and incentives.

(6 marks)

- b) In your opinion, why do employers offer benefits to employees?

(3 marks)

- c) According to the Malaysian law, explain **FOUR (4)** benefits that must be provided to employees (statutory benefits)?

(16 marks)

END OF EXAMINATION PAPER