



**UNIVERSITI KUALA LUMPUR
BUSINESS SCHOOL**

**FINAL EXAMINATION
MARCH 2024 SEMESTER**

COURSE CODE : EAB21603
COURSE NAME : HUMAN CAPITAL MANAGEMENT
PROGRAMME NAME : BACHELOR IN ACCOUNTING (HONS)
DATE : 9 JULY 2024
TIME : 2.00 PM – 5.00 PM
DURATION : 3 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 **TWO (2) Sections**. **Section A** and **Section B**.
4. Answer **ALL** questions in **Section A** and **Section B**.
5. Please write your answers on the answer booklet provided.
6. All questions must be answered in **English** (any other language is not allowed).
7. This question paper must not be removed from the examination hall.

THERE ARE FIVE (5) PAGES OF QUESTIONS, INCLUDING THIS PAGE.

SECTION A (Total: 70 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

Question 1

Describe **FIVE (5)** major functions of the Human Resource Manager in recruitment and selection process of the suitable candidate for a particular job.

(10 marks)

Question 2

What are the heavy cost the company has to incur in case of accidents in the company. List **FIVE (5)**.

(10 marks)

Question 3

What do you understand by non-financial rewards given by the company? Explain **FOUR (4)** non-financial rewards given to employees.

(10 marks)

Question 4

What should organisation do to encourage commitment among the employees? Explain at least **FIVE (5)**.

(10 marks)

Question 5

Organisations make the employees redundant if there are excess employees and they are retrenched later. What procedures should the organisation do for the retrenchment exercise?

(10 marks)

Question 6

If any employee is found to have misconduct, employers can punish the employees with a dismissal. What are the procedures done by the organisation before dismissing an employee on ground of misconduct?

(10 marks)

Question 7

What is a Trade Union? Why do employees join a Trade Union? State **FOUR 4** reasons.

(10 marks)

SECTION B (Total: 30 marks)

INSTRUCTION: Answer ALL questions.

Please use the answer booklet provided.

Question 8**Employee Equality**

Walton Public Ltd Company is well known for its welfare activities and employee-oriented schemes in the manufacturing industry for more than ten decades. The company employs more than 800 workers and 150 administrative staff and 80 management-level employees. The Top-level management views all the employees at the same level. This can be clearly understood by seeing the uniform of the company which is the Same for all starting from MD to floor level workers. The company has 2 different cafeterias at different places one near the plant for workers and others near the Administration building. Though the place is different the amenities, infrastructure and the food provided are of the same quality. In short, the company stands by the rule of **Employee Equality**.

The company has one registered trade union. The relationship between the union and the management is very cordial. The company has not lost a single man day due to strike. The company is not a paymaster in that industry. The compensation policy of that company, when compared to other similar companies, is very less still the employees don't have many grievances due to the other benefits provided by the company. But the company is facing a countable number of problems in supplying the materials in the recent past days. Problems like quality issues, mismatch in packing materials (placing material A in the box of material B) incorrect labelling of material, not dispatching the material on time, etc...

The management views the case as there are loopholes in the system of various departments and hand over the responsibility to the HR department to solve the issue. When the HR manager goes through the issues, he realized that the issues are not relating to the system but it relates to the employees. When investigated he come to know that the reason behind the casual approach by employees in work is

- The company hired new employees for a higher-level post without considering the potential internal candidates.
- The newly hired employees are placed with higher packages than that of existing employees in the same cadre.

- a. What do you understand by 'Employee equality?' There are many ways of treating employees equally. How can a company have employee equality in its recruitment and selection process? Provide **THREE (3)** examples.

(10 marks)

- b. The company does not have any grievance problems but faces other problems. What are the problems faced by the company and why do you think these problems arise?

(10 marks)

- c. As a Human Resource Manager, you have to resolve the problems faced by the employees of company and see that there is improvement. State **THREE (3)** ways of resolving the conflict.

(10 marks)

END OF EXAMINATION PAPER