



**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

COURSE CODE : JGB 40203
COURSE TITLE : HUMAN RESOURCE MANAGEMENT
PROGRAMME LEVEL : BACHELOR
DATE : 31 MAY 2016
TIME : 2.30 PM – 5.30 PM
DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES

- 1. Please read the instructions given in the question paper CAREFULLY.**
- 2. This question paper is printed on both sides of the paper.**
- 3. This question paper consists of TWO (2) sections.**
- 4. Answer ALL questions in Section A. Choose THREE (3) questions in section B.**
- 5. Please write your answers on the answer booklet provided.**
- 6. Please answer all questions in English.**

THERE ARE 4 PAGES OF QUESTIONS EXCLUDING THIS PAGE.

SECTION A (Total: 40 marks)

INSTRUCTION: Answer ALL questions.
Please use the answer booklet provided.

Question 1

A training involved processes of teaching employees skills they need when performing their jobs. Examine **FIVE (5)** considerations to be taken up before designing and developing a training program.

(10 marks)

Question 2

Occupational Safety and Health Administration (OSHA) mission is to save lives, prevent injuries and protect the health of workers. Describe **FIVE (5)** workers' rights provided under the OSHA.

(10 marks)

Question 3

Human Resource Management (HRM) is defined as the art of procuring, developing and maintaining competent workforce to achieve the goals of an organization in an effective and efficient manner. Criticize with example HRM based on **FIVE (5)** scope of areas as per below:

a) Utilization of human capital.

(2 marks)

b) Human Capital Development.

(2 marks)

c) Reconciliation of individual and groups goals.

(2 marks)

d) Workers satisfaction.

(2 marks)

e) Respect of human beings.

(2 marks)

Question 4

Performance Management was owned by line management, whereas Performance Appraisal was owned by Human Resource Department. Compare both based on the following **FIVE (5)** scope of area:

a) Objectivity.

(2 marks)

b) Rating System.

(2 marks)

c) Performance Measurement.

(2 marks)

d) Focus of Performance.

(2 marks)

e) Reward.

(2 marks)

SECTION B (Total: 60 marks)**INSTRUCTION: Answer THREE (3) questions ONLY.****Please use the answer booklet provided.****Question 1**

There were numbers of selection process in choosing the best candidate to be hired. These processes simplified the recruitment activities especially when Human Resource Department (HRD) dealing with mass numbers of potential applicant. Moreover, selection tools like initial, substantive and contingent assessment methods also make ease of the processes.

- a. You are required to produce **FIVE (5)** stages of selection as mentioned above.

(10 marks)

- b. Evaluate by giving example **FIVE (5)** assessment methods available for the selection process.

(10 marks)

Question 2:

Occupational Safety and Health Act (OSHA) 1994, has made compulsory requirements to all employers in regards to their employees' safety and health at the work place. Penalties will be given to employers who fail to follow or perform any of these requirements.

- a. Recommend by giving example **FOUR (4)** basic requirements of OSHA to employers.

(10 marks)

- b. Develop **FIVE (5)** safety management approaches required by OSHA for employee with more than 5 workers.

(10 marks)

Question 3

Job analysis will determine comprehensively the job offered. This includes the career planning, job description, immediate superior, career path, and etc. Whereas the job specifications define the minimum qualifications (MQs) necessary to perform a job. There were legally accepted methodology introduces in order for the MQs of the job specifications to be fair, equitable, valid and reliable.

- a) Examine any **FIVE (5)** of the Job Analysis Techniques that you know. (10 marks)
- b) Analyse any **FIVE (5)** of the MQ's legally accepted methodology as mentioned above. (10 marks)

Question 4

Trade union refers to a formal association of workers that promotes the interests of its members through collective action. One of the trade union objectives is to protect the industrial, social & intellectual interests of its members.

- a) Evaluate with example **TWO (2)** minimum requirements to register as a Trade Union. (6 marks)
- b) State **FOUR (4)** minimum requirements to be a member of Trade Union. (8 marks)
- c) Explain with example **THREE (3)** types of Trade Union. (6 marks)

END OF EXAMINATION PAPER

