



UNIVERSITI KUALA LUMPUR  
KAMPUS CAWANGAN MALAYSIAN SPANISH INSTITUTE

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FINAL EXAMINATION  
OCTOBER 2025 SEMESTER

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COURSE CODE : SIB11203 (V2)  
COURSE TITLE : HUMAN RESOURCE MANAGEMENT  
PROGRAMME NAME : BACHELOR OF BUSINESS TECHNOLOGY (HONOURS) IN  
AUTOMOTIVE MANAGEMENT  
DATE : 25 JANUARY 2026  
TIME : 2:00PM - 4:00PM  
DURATION : 2 HOURS

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INSTRUCTIONS TO CANDIDATES

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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 consist of TWO sections.
4. Answer ALL questions for Section A.
5. Section B consist of four questions. Answer THREE (3) questions only.
6. Please write your answer on the answer booklet provided.
7. Please answer all questions in English only.
8. Please answer MCQ/EMQ questions using OMR sheet.  *Tick if applicable*
9. Refer to the attached Formula/ Appendies.  *Tick if applicable*

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THERE ARE 4 PAGES OF QUESTIONS INCLUDING THIS PAGE

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SECTION A (Total: 40 marks)

Answer ALL questions.

Please use the answer booklet provided.

Question 1

New employee orientation is the process of introducing new hires to their roles, coworkers, and the organization. It provides a chance to communicate your company's identity, show new employees how they fit within the team, and highlight their importance to the organization. List five purposes of orientation.

(10 marks)

Question 2

A wage system is the approach an organization uses to pay its employees. A salary structure outlines how compensation is set, considering factors such as years of service, job level, performance, and the nature or complexity of the work involved. Describe four goals of a wage system.

(10 marks)

Question 3

Describe the trade unions' three-pronged approach.

(10 marks)

Question 4

Non-statutory benefits are optional perks that employers can offer at their discretion, as they are not required by law. These benefits form part of a broader compensation package designed to attract and retain employees, enhance job satisfaction and morale, and support a positive workplace environment. List five non-statutory benefits.

(10 marks)

## SECTION B (Total: 60 marks)

Answer THREE (3) questions only.

Please use the answer booklet provided.

## Question 1

Employee benefits also called fringe benefits, perquisites, or perks are types of non-wage compensation that employees receive in addition to their regular salaries or wages. Examine five factors that must be considered when designing a benefits scheme.

(20 marks)

## Question 2

As a manager, clearly conveying your instructions is essential for effectiveness. When dealing with an issue, your key objectives are to help your colleague become less defensive and to provide the information needed to support positive changes in their behavior. Examine four actions in dealing with employee problems.

(20 marks)

## Question 3

A performance appraisal also known as a performance review, performance evaluation, employee appraisal, or career development discussion is a structured and regular process used to assess and record an employee's job performance. Examine five benefits of conducting a performance appraisal.

(20 marks)

## Question 4

A wage system refers to the method an organization uses to pay its employees for their work. A wage structure outlines how the company or management sets an employee's salary, considering factors like tenure, job position, performance, and the responsibilities and complexity of the role. Examine two types of wage systems in payment structures.

(20 marks)

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END OF EXAMINATION PAPER

