



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DHM 2303 HUMAN CAPITAL MANAGEMENT**
 Semester & Year : September – December 2016
 Lecturer/Examiner : K.S. Balasingam
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 - PART A (30 marks) : Answer all THIRTY (30) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
 - PART B (70 marks) : Answer all SEVEN (7) short answer questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College of Hospitality.

Total Number of pages = 8 (Including the cover page)

PART A : MULTIPLE CHOICE QUESTIONS (30 MARKS)

INSTRUCTION(S) : Questions 1 to 30 are multiple choice questions. Answer ALL questions on the answer sheet provided.

END OF PART A

PART B : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S) : Answer ALL SEVEN (7) questions. Write your answers in the Answer Booklet(s) provided.

1. Describe **Five (5)** roles of a supervisor in a business organization. Give an example for each role. (10 marks)
2. Explain **Five (5)** common causes of communication breakdown in a workplace. (10 marks)
3. Define 'Delegation' and describe the four-step process that supervisors should adopt in delegation of work at workplace. (10 marks)
4. Explain **Five (5)** actions that supervisors could take to create an appropriate atmosphere at workplace in which employees are motivated to work. (10 marks)
5. Explain **FIVE (5)** actions that supervisors could take or recommend in the cost reduction programme instituted by their organizations. (10 marks)
6. Explain the **FIVE (5)** styles of conflict resolution that could be used by supervisors to resolve workplace conflicts. (10 marks)
7. List and explain **Five (5)** factors that could cause employee's performance appraisal to be distorted or biased. (10 marks)

END OF EXAM PAPER