



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (In Figures) :

--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : _____

Subject Code : **HRM2114 Human Resource Management**
Semester & Year : September-December 2017
Lecturer/Examiner : Dr. Christine Chow
Duration : 3 hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **TWO (2)** parts:
PART A (20 marks) : TWENTY (20) multiple choice questions. Answer TWENTY (20) questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
PART B (80 marks) : FOUR (4) Short Answer Questions. Answer FOUR (4) questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorised 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 = 7 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (80 MARKS)

INSTRUCTION(S) : Answer all **FOUR (4)** questions only.
Write your answers in the Answer Booklet provided.

QUESTION 1

- a) List **FIVE (5)** changes that are happening in the World of Work 5 marks
- b) With the many changes taking place in the work place, what are new functions that Human Resource Managers have to take on. 15 marks

(Total: 20 marks)

QUESTION 2

Identify **FIVE (5)** causes that can make a performance appraisal to be ineffective. **(20 marks)**

QUESTION 3

Under the Herzberg theory, there is the “Push” and the “Pull” factors that affects the employee’s job satisfaction. What do these two factors represent? **(20 marks)**

QUESTION 4

**CASE STUDY
LACK OF TEAM WORK**

Sally Abdullah has worked for the Event Management School as an Administrative Assistant for two years. Although her performance evaluations during that time have met expectations, the evaluation meetings over the past two years have mentioned that she struggles at times with teamwork. During each evaluation meeting, Sally agrees to work on this area, but she also states that her co-workers are out to get her and that she works best alone.

You have received the following complaints about Sally:

1. Last Wednesday, a co-worker approached Sally at her desk to ask a question. Sally stood up, shoved in her chair, and stated that she was in the middle of a project and didn't have time to answer any questions.

2. She had also loudly stated that she hates her co-workers as they are all playing politics. This remark had shocked the co-workers as they had always been friendly with her.
 3. Yesterday, a manager asked Sally to correct errors on a report she submitted. Sally curtly remarked that if she didn't get interrupted all the time, she would not have to waste time to redo the report.
-

- a) What are the issues to be handled with Sally? 3 marks
- b) What is causing Sally to behave as she did? 2 marks
- c) As the Head of the School, how should you handle this situation? 15 marks

(Total: (20 marks))

END OF EXAMINATION