



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HRM1313 MANAGING PEOPLE IN THE SERVICE INDUSTRY**
 Semester & Year : January – April 2022
 Lecturer/Examiner : Associate Professor Dr. Akram Al-Khaled
 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 written 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 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 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.

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

PART B : SHORT ANSWER QUESTIONS (70 MARKS)

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

Question 1

Explain **FIVE (5)** off-the-job training methods.

(10 marks)

Question 2

Discuss **TWO (2)** contemporary theories of motivation and provide **ONE (1)** relevant example for each theory.

(10 marks)

Question 3

a) Define performance management.

(1 mark)

b) State **THREE (3)** reasons to manage employee performance.

(3 marks)

c) Identify the **SIX (6)** basic building blocks of performance management.

(6 marks)

(Total: 10 marks)

Question 4

Explain **FIVE (5)** distinctions between leadership and management.

(10 marks)

Question 5

Briefly describe **FIVE (5)** characteristics of successful teams.

(10 marks)

Question 6

a) List **FIVE (5)** causes of employee indiscipline.

(5 marks)

b) List **FIVE (5)** causes of employee absenteeism.

(5 marks)

(Total: 10 marks)

Question 7

Briefly explain **FIVE (5)** benefits of organizational change.

(10 marks)

END OF EXAM PAPER