



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HRM2114 Human Resource Management**
Semester & Year : January – April 2023
Lecturer/Examiner : Wan Ahmad Asrar Nik @ Wan Yahya
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

PART A (20 marks) : TWENTY (20) multiple-choice questions. Shade your answer in the Multiple-Choice Answer Sheet provided. You are advised to use a 2B pencil.
PART B (80 marks) : FOUR (4) essay 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 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.

PART B
INSTRUCTION (S)

: ESSAY QUESTIONS (80 MARKS)

: Answer all **FOUR (4)** essay questions.

Write your answers in the Answer Booklet (s) provided.

Question 1

- a) Define staffing. (2 mark)
- b) Describe **SIX (6)** trends that shape human resource management (HRM). (18 marks)

[Total: 20 marks]

Question 2

- a) Explain human **FOUR (4)** steps in human resource planning. (8 marks)
- b) Discuss **FOUR (4)** sources of external recruitment. (12 marks)

[Total: 20 marks]

Question 3

- a) Explain **FOUR (4)** purposes of employee orientation. (8 marks)
- b) Describe **FOUR (4)** training methods of employee training that can be implemented by a company. (12 marks)

[Total: 20 marks]

Question 4

- a) Define employee relations. (2 marks)
- b) Discuss **SIX (6)** employee retention strategies that can be used in the service industry. (18 marks)

[Total: 20 marks]

END OF EXAM PAPER