



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 2024
Lecturer/Examiner : Nabilah Binti Mohamad Hafizuddin
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

PART A (30 marks) : Answer all THIRTY (30) multiple-choice questions. Shade your answer in the Multiple-Choice Answer Sheet provided. You are advised to use a 2B pencil.
PART B (70 marks) : Answer all FOUR (4) 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 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 = 6 (Including the cover page)

PART B
INSTRUCTION (S)

: ESSAY QUESTIONS (70 MARKS)

: Answer **all FOUR (4)** short-answer questions.

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

Question 1

- a) Define performance appraisal. (2 marks)
- b) Describe **SIX (6)** causes of employees' poor performance. (18 marks)

[Total: 20 marks]

Question 2

- a) Describe **THREE (3)** processes of selection that are mostly used in an organization. (6 marks)
- b) Discuss **FOUR (4)** external sources for hiring. (12 marks)

[Total: 18 marks]

Question 3

- a) Explain **FOUR (4)** roles of new employee orientation. (8 marks)
- b) Training and development are important functions in human resource management that aim to improve the individuals and groups in organizational settings. Describe **FOUR (4)** key benefits of training and development. (12 marks)

[Total: 20 marks]

Question 4

- a) Lisa is an employee who has served for almost five years at South Palms Resort. She was a very diligent, dedicated, and responsible employee with the tasks assigned. Lisa is satisfied with her work because she loves the work environment. As the human resource manager at South Palm Resort, discuss **THREE (3)** non-financial rewards that can be given to Lisa to further increase the motivation in performing her duties. (12 marks)

[Total: 12 marks]

END OF EXAM PAPER