

**SCHOOL OF HOSPITALITY****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) :

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Subject Code & Name : **DHM 2303 HUMAN CAPITAL MANAGEMENT**  
Semester & Year : January - April 2016  
Lecturer/Examiner : Chang Sheau Huey  
Duration : 2 Hours

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**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 = 7 (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.

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1. List and describe **FIVE (5)** suggestions for effective feedback that are required by an organisation.

**[Total: 10 marks]**

2. Discuss **FIVE (5)** types of potential problems that would encounter during appraisal process by interviewer.

**[Total: 10 marks]**

3. "Motivation is the conditioned with ability to satisfy some need for the individual." Based on your study, explain the ways to create a motivating atmosphere at work.

**[Total: 8 marks]**

4. Define **FIVE (5)** types of leadership styles that are required by a supervisor and a manager.

**[Total: 10 marks]**

5. List and explain **FIVE (5)** stages model of group development that should be practiced by an organisation.

**[Total: 10 marks]**

6. Explain in details **FOUR (4)** types of basic technique for resolving conflicts by giving examples to support your answers.

**[Total: 12 marks]**

7. Summarise **FIVE (5)** reasons of why people resist changes in an organisation.

**[Total: 10 marks]**

**END OF EXAM PAPER**