

**BERJAYA BUSINESS SCHOOL****FINAL EXAMINATION**Student ID (in Figures) :

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

Student ID (in Words) : _____

Course Code & Name : **HRM2114 HUMAN RESOURCE MANAGEMENT**
Trimester & Year : January – April 2018
Lecturer/Examiner : DR. CHRISTINE CHOW
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (20 marks) : TWENTY (20) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.
PART B (80 marks) : FOUR (4) short answers 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 = 6 (Including the cover page)

PART B : **SHORT ANSWER QUESTIONS (80 MARKS)**

INSTRUCTION(S) : **There are FOUR (4) Questions in this section.
Answer ALL FOUR (4) Questions.
Write your answers in the Answer Booklet(s) provided.**

1. Discuss **FIVE (5)** challenges that managers face in motivating today's workforce and ways in which these challenges can be overcome. **(25 MARKS)**

2. Employees are motivated for various reasons and many contemporary *personality* psychologists believe that there are **FIVE (5)** personality traits that are relevant and able to predict behaviour at work.

Describe these traits and how such predict behaviour at work. **(20 MARKS)**

3. It is well-known that staff turnover is a costly affair for any organisation causing staff replacement costs, lost productivity as new hires are being trained up and others cover for them, the cultural impacts of high turnover, including a lost sense of team and shared values and the management, systems & HR strain from high turnover

Explain why turnover happens and how an organisation can reduce this. **(20 MARKS)**

4. CASE STUDY - NEW RESTAURANT HIRE

It has been extremely difficult to recruit staff for the restaurant and staff turnover was high lately. Arif was just hired to help with the Japanese Restaurant. The chef was a Japanese, whilst the head waiter was an Indian national. Arif's job was to help the chef to clear the kitchen and help to also serve the guests.

Being new, Arif made several errors in serving the guests the wrong dishes and when asked questions by the guests, he was unable to answer. The head waiter had reprimanded Arif several times in front of the guests for his errors. Arif did not understand the terms of the food and drinks as the head waiter had not taken the trouble to explain this to him.

In addition to this, Arif could not understand what the Japanese chef wanted on many occasions. He was only allowed to leave his work only after the Japanese chef had left, and had to clean the kitchen before he left for home. He was very tired having to sometimes work a 14-hour day shift and had a break for only ½ hour for lunch. He was also not allowed to do his prayers while working. After two months, Arif decided to quit.

As a HR manager, what would you do should Arif submits his resignation. Analyse the situation and provide your views on what is wrong in this situation and how would you resolve the problems. **(15 MARKS)**

END OF EXAMINATION