

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 2021
Lecturer/Examiner : Angela Thexeira
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (30 marks) : THIRTY (30) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.
PART B (70 marks) : SEVEN (7) structured 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.

PART B : STRUCTURED QUESTIONS (70 MARKS)

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

Question 1 (10 marks)

Explain briefly any **FIVE (5)** on-the-job training methods. (10 marks)

Question 2 (10 marks)

Briefly explain **TWO (2)** content theories of motivation and provide **ONE (1)** workplace example for each theory. (10 marks)

Question 3 (10 marks)

- a) Explain briefly the relationship between job analysis and performance appraisal. (4 marks)
- b) State briefly the performance appraisal process. (6 marks)

Question 4 (10 marks)

Briefly explain and provide **TWO (2)** limitations for the following:

- a) Trait theory of leadership (5 marks)
- b) Behavioural theory of leadership (5 marks)

Question 5 (10 marks)

- a) Explain **ONE (1)** difference between group and team. (2 marks)
- b) Explain briefly the **FOUR (4)** stages of team formation. (8 marks)

Question 6 (10 marks)

Briefly explain **FIVE (5)** conflict resolution techniques and give **ONE (1)** example of situation where each technique is appropriate. (10 marks)

Question 7 (10 marks)

Briefly explain **FIVE (5)** ways to manage resistance to change. (10 marks)

END OF EXAM PAPER