

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 2021

Lecturer/Examiner : Angela Thexeira

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) : Answer FOUR (4) essay questions out of FIVE (5) essay questions given. 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 : ESSAY QUESTIONS (80 MARKS)

INSTRUCTION(S) : Answer FOUR (4) questions only. Write your answers in the Answer Booklet(s) provided.

Question 1 (20 marks)

Differentiate between 'on-the-job' training methods and 'off-the-job' training and explain any **TWO (2)** 'on-the-job' methods and any **TWO (2)** 'off-the-job' methods.

Question 2 (20 marks)

Examine **FOUR (4)** benefits of onboarding process for the company.

Question 3 (20 marks)

Many employees feel dissatisfied with their jobs at one point or another. One of the reasons for this dissatisfaction is their pay. Analyse **FOUR (4)** consequences of pay dissatisfaction to an employee.

Question 4 (20 marks)

Employee retention is a critical issue as companies compete for talent in a tight economy. Discuss **FOUR (4)** advantages of employee retention to the company.

Question 5 (20 marks)

Analyse any **FOUR (4)** diversity issues in the workplace today.

END OF EXAM PAPER