

**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 : May – August 2023
Lecturer/Examiner : Goh Poh Kim
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

PART A (30 marks) : 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) : 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 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 A
INSTRUCTION (S)

: MULTIPLE-CHOICE QUESTIONS (30 MARKS)
: Answer all **THIRTY (30)** multiple-choice questions.
Write your answers in the Multiple-Choice Answer Sheet (s) provided.

END OF PART A

PART B
INSTRUCTION (S)

: SHORT ANSWER QUESTIONS (70 MARKS)
: Answer all **SEVEN (7)** short answer questions.
Write your answers in the Answer Booklet (s) provided.

Question 1

Define the following terms related to Human Resource Management:

- a. Staff authority
- b. Job rotation
- c. Self-ratings
- d. Job analysis
- e. Recency effects

(10 marks)

Question 2

A company can recruit from external sources. Describe **FOUR (4)** external recruitment sources.

(10 marks)

Question 3

On the job training (OJT) is used to enhance the skills of current employees. Explain **FOUR (4)** types of OJT.

(10 marks)

Question 4

Maslow's Hierarchy of Needs is a theory that explains the different levels of human needs and their influence on motivation. Discuss the **FIVE (5)** levels of needs in Maslow's Hierarchy.

(10 marks)

Question 5

There are reasons why a company appraise employee's performance. Explain **FIVE (5)** reasons to appraise performance.

(10 marks)

Question 6

Describe **FOUR (4)** leadership behaviours that distinguish good leadership from another. (10 marks)

Question 7

Group plays an important function in achieving goals. Explain the **FIVE (5)** stages in forming a group. (10 marks)

END OF EXAM PAPER