



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 : May – August 2024
Lecturer/Examiner : Nabilah Mohamad Hafizuddin / Assoc Prof Dr. Akram Al-Khaled
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 - PART A (30 marks) : Answer ALL 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) : Answer ALL FOUR (4) 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 B

INSTRUCTION (S)

: SHORT ANSWER QUESTIONS (70 MARKS)

: Answer all FOUR (4) short-answer questions.

Write your answers in the Answer Booklet (s) provided.

Question 1

a) Describe **FIVE (5)** significant objectives of job analysis. (10 marks)

b) Describe **FIVE (5)** sources of recruitment for human resource management to find new employees. (10 marks)

[Total: 20 marks]

Question 2

a) Explain the **FIVE (5)** steps of the selection process for human resources. (10 marks)

b) Describe **FIVE (5)** key qualities employers would look for in a candidate applying for a customer service representative position. (10 marks)

[Total: 20 marks]

Question 3

a) Explain the **FIVE (5)** steps in the training and development process. (10 marks)

b) Discuss **FIVE (5)** purposes of employee orientation to the organization. (10 marks)

[Total: 20 marks]

Question 4

John has been working in the hotel industry for over five years and has an excellent track record. However, he recently considered leaving his job due to lack of opportunities for growth and advancement within the company. John's manager wants to address this issue and is seeking suggestions on how to boost employee retention. Discuss **FIVE (5)** strategies or initiatives that can be implemented to increase employee retention. (10 marks)

[Total: 10 marks]

END OF EXAM PAPER