

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DBM 2303 PRINCIPLES OF HUMAN RESOURCE MANAGEMENT**
 Semester & Year : May – August 2016
 Lecturer/Examiner : K.S. Balasingam
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
 - PART A (30 marks) : Answer all THIRTY (30) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.**
 - PART B (70 marks) : Answer all 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 of Hospitality 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 of Hospitality.

PART A : MULTIPLE CHOICE QUESTIONS (30 MARKS)

INSTRUCTION(S) : Questions 1 to 30 are multiple choice questions. Answer **ALL** questions on the answer sheet provided.

END OF PART A

PART B : SHORT ANSWER QUESTIONS (70 MARKS)

INSTRUCTION(S) : Answer all **SEVEN (7)** questions. Write your answers in the Answer Booklet(s) provided.

1. Define 'Leadership' and differentiate between a leader and a supervisor.
(10 marks)
2. Identify and explain **FIVE (5)** actions that a supervisor could take to create an organisation committed to continuous improvement.
(10 marks)
3. List and briefly describe **FIVE (5)** suggestions that could help a supervisor providing effective feedback to his subordinates.
(10 marks)
4. List and briefly explain **FIVE (5)** types of guidance that could improve the communication effectiveness of a supervisor in managing his employees.
(10 marks)
5. Briefly explain the **FIVE (5)** dimensions of emotional intelligence required to improve supervisory skills of supervisors.
(10 marks)
6. 'Trust' is an important element in the supervisor-employee relationship. Identify and briefly describe the **FIVE (5)** dimensions that make up the concept of trust.
(10 marks)
7. Explain **FIVE (5)** actions that supervisors could take or recommend in the cost reduction programme instituted by their organisations.
(10 marks)

END OF EXAM PAPER