



**FINAL EXAMINATION**

Student ID : 

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Student Name : \_\_\_\_\_  
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Subject Code : **BBM2304 HUMAN RESOURCE MANAGEMENT**  
 Semester & Year : May-August 2017  
 Lecturer/Examiner : Dr. Christine Chow  
 Duration : 3 hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
**PART A (20 marks) : TWENTY (20) multiple choice questions. Answer TWENTY (20) questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.**  
**PART B (80 marks) : FOUR (4) Short Answer Questions. Answer (FOUR) 4 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 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.

**Total Number of pages = 6 (Including the cover page)**

**PART B : SHORT ANSWER QUESTIONS (80 MARKS)**

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

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**QUESTION 1 (20 marks)**

Before recruitment is carried out, a job analysis has to be carried out, followed by preparing the job description, and job requirements.

- a. Describe what you understand by:
  - i. Job analysis
  - ii. Job description
  - iii. job specification
  
- b. Draw up a job description for the position of a Human Resource Manager

**QUESTION 2 (20 marks)**

- i. What is the difference between:
  - a. Employee Training
  - b. Employee Development
  
- ii. Explain in what circumstances will warrant training and when will you use Development programs?

**QUESTION 3 (20marks)**

**Case 1**

A security officer was found sleeping on the job at 11:45pm. An investigation showed that he had consumed a bottle of beer before falling asleep. As he is a good employee, and this being his first such offence, the Company gave him a stern verbal warning on his misconduct.

**Case 2**

An administration executive was found sleeping on the job at 2:30pm. He has been with the company for 15 years without any misconduct. The company conducted a due inquiry and found him guilty and terminated his services with immediate effect citing reason that he had set a bad example as an executive

Analyse and discuss the above two cases and advice whether the disciplinary actions taken were appropriate.

**QUESTION 4 (20 marks)**

- a) Describe the Change Process
- b) Explain why people resist change and how you would overcome the resistance

**END OF EXAMINATION PAPER**