



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in figures) :

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Student ID (in words) :

Subject Code : **HRM1313 HUMAN RESOURCE MANAGEMENT**
Semester & Year : May - August 2020
Lecturer/Examiner : Dr. Christine Chow
Duration : 2 hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (20 marks) : TWO (2) Reflective Questions. Answer all TWO (2) questions
PART B (80 marks) : FOUR (4) Short Answer Questions. Answer all FOUR (4) questions.
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 =3 (Including the cover page)

PART A : **TWO (2) REFLECTIVE QUESTIONS (30 MARKS)**
INSTRUCTION(S) : **Answer ALL TWO (2) questions below.**

QUESTION 1

As a manager, you know that communication is a necessary skill and are aware that certain elements in communication must be present for an effective communication. Indicate with a diagram the elements of Communication **(20 MARKS)**

QUESTION 2

All managers must be well-versed with the Management functions to ensure that Management's goals and objectives are met. List and describe these **FOUR (4)** main functions of Management. **(10 MARKS)**

END OF PART A

PART B : **SEVEN (7) SHORT ANSWER QUESTIONS (70 MARKS)**
INSTRUCTION(S) : **There are SEVEN (7) Questions in this section.**
Answer ALL SEVEN (7) QUESTIONS.

QUESTION 1

- a. Tuckman's theory states that a team goes through several phases of formation. Describe the different stages of formation of a team. **(10 MARKS)**
- b. Describe **TEN (10)** characteristics of a good Team **(10 MARKS)**

QUESTION 2

Explain these methods of interviews:

- i. Structured interview
ii. Unstructured interview
iii. Behavioural interview
iv. Situational interview **(10 MARKS)**

QUESTION 3

List and describe the **FOUR (4)** different decision making styles and explain the situation in which you will use each of the style. **(10 MARKS)**

QUESTION 4

Conflict is inevitable in any organisation. Describe some of the issues that can cause conflict in the workplace. **(10 MARKS)**

QUESTION 5

Identify the **FIVE (5)** differences each between a work team and a work group

QUESTION 6

There are many reasons a Performance Appraisal can be ineffective. List **TEN (10)** such reasons **(10 MARKS)**

QUESTION 7

When it comes to organizational change, one of the biggest obstacle is resistance to change. It is expected for people to resist change. Provide these **FIVE (5)** key reasons why people resist change? **(10 MARKS)**

END OF EXAMINATION