



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID :

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Student Name : _____

Subject Code & Name : **HRM1313 MANAGING PEOPLE IN THE SERVICE INDUSTRY**
 Semester & Year : September – December 2017
 Lecturer/Examiner : Dr. Christine Chow
 Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of TWO (2) parts:
 PART A (30 marks) : THIRTY (30) multiple choice questions. Answer all THIRTY (30) questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
 PART B (70 marks) : SEVEN (7) Short Answer Questions. Answer all SEVEN (7) 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 = 7 (Including the cover page)

PART B : **SHORT ANSWER QUESTIONS (70 MARKS)**
INSTRUCTION(S) : **There are SEVEN (7) Questions in this section.**
Answer ALL SEVEN (7) QUESTIONS.
Write your answers in the Answer Booklet(s) provided.

1. Describe the **FIVE (5)** steps to Human Resource Planning (10 marks)
2. Identify **FIVE (5)** ways that you, as a supervisor, will assess the training needs of your employees. (10 marks)
3. There **FIVE (5)** personality characteristics relevant to understanding the behavior of employees at work. Identify and describe these personality characteristics. (10 marks)
4. Explain the **FIVE (5)** rules of effective communication. (10 marks)
5. Tuckman's theory states that group development goes through **FIVE (5)** stages of development. List and describe these stages. (10 points)
6. HERZBERG'S THEORY discusses Job Dis-satisfaction and Job Satisfaction also known as the Push and Pull factors. Describe **FIVE (5)** factors each for the Push and Pull factors. (10 marks)
7. List the **TEN (10)** Responsibilities of a Supervisor. (10 marks)

END OF EXAMINATION