



**BERJAYA BUSINESS SCHOOL  
FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_

Course Code & Name : **HRM1313 MANAGING PEOPLE IN THE SERVICE INDUSTRY**  
Trimester & Year : September – December 2019

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**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.**

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**QUESTION 1**

Elaborate on the **FOUR (4)** Elements of Human Resources **(10 MARKS)**

**QUESTION 2**

Describe **FIVE (5)** benefits each, gained through training, by: **(10 MARKS)**  
i. the organisation  
ii. the employees

**QUESTION 3**

There are the **"FIVE (5)** personality characteristics relevant to understanding the behaviour of employees at work. Describe these personality characteristics. **(10 MARKS)**

#### **QUESTION 4**

Kurt Lewin described change as a **THREE (3)** part process. Describe these **THREE (3)** part process and methods to achieve change **(10 MARKS)**

#### **QUESTION 5**

Tuckman's theory states that group development goes through **FIVE (5)** stages of development. Discuss these stages. **(10 MARKS)**

#### **QUESTION 6**

HERZBERG'S THEORY of hygiene and motivation factors discusses Job Dis-satisfaction and Job Satisfaction. Explain the **FIVE (5)** hygiene and motivation factors respectively. **(10 MARKS)**

#### **QUESTION 7**

Explain **FOUR (4)** Management functions and their purpose. **(10 MARKS)**

**END OF EXAMINATION**