



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in figures) :

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Student ID (in words) : _____

Course Code : **HRM1313 HUMAN RESOURCE MANAGEMENT**
Semester & Year : September- December 2020
Lecturer/Examiner : Dr. Christine Chow
Duration : 2 hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (30 marks) : Answer all TWO (2) Structured Questions.
PART B (70 marks) : Answer all SEVEN (7) Short Answer 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 : **STRUCTURED QUESTIONS (30 MARKS)**
INSTRUCTION(S) : **There are TWO (2) Questions in this section.**

QUESTION 1

- a. Describe the **FOUR (4)** main functions of Management and the purpose of the functions. **(12.5 MARKS)**
- b. Explain the **THREE (3)** levels of Management that carry out these functions effectively. **(7.5 MARKS)**

QUESTION 2

- (a) Define Intellectual Capital. **(2.5 MARKS)**
- (b) Explain the elements of Intellectual Capital. **(7.5 MARKS)**
- TOTAL: (30 MARKS)**

END OF PART A

PART B : **SHORT ANSWER QUESTIONS (70 MARKS)**
INSTRUCTION(S) : **Answer ALL SEVEN (7) QUESTIONS**

QUESTION 1

As the training manager, you know that communication is a necessary skill and are aware that certain elements in communication must be present for an effective communication. Your students are new to the company and seems to learn better through graphics and diagrams.

(a) Illustrate with a diagram the **FIVE (5)** elements of communication. **(10 MARKS)**

(b) Explain the process of communication. **(5 MARKS)**

QUESTION 2

The Job Characteristics Model was developed by Richard Hackman and Greg Oldham. Describe the **FIVE (5)** job characteristics of this model.

(10 MARKS)

QUESTION 3

List **TEN (10)** responsibilities of a supervisor

(10 MARKS)

QUESTION 4

Tuckman's theory identified **FIVE (5)** steps in group development. Briefly describe the steps of this theory.

(10 MARKS)

QUESTION 5

Explain **FIVE (5)** key reasons why people resist change in an organisation.

(5 MARKS)

QUESTION 6

(a) Identify the **FOUR (4)** different decision making styles.

(b) Explain the situation that you will use each of the style.

(10 MARKS)

QUESTION 7

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

(10 MARKS)

END OF EXAM