



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HRM2114 HUMAN RESOURCE MANAGEMENT**
Semester & Year : September - December 2022
Lecturer/Examiner : Raymond Lee
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (20 marks) : TWENTY (20) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.
PART B (80 marks) : FOUR (4) essay 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 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 = 6 (Including the cover page)

PART B : **ESSAY QUESTIONS (80 MARKS)**
INSTRUCTION(S) : **Answer ALL the FOUR (4) questions. Write your answers in the Answer Booklet(s) provided.**

Question 1

HR managers should identify the factors which discourage employees and convert them into factors which motivate employees. Assess **FIVE (5)** factors that motivate employees. (20 marks)

Question 2

Employee retention is a critical issue as companies compete for talent in a tight economy. Discuss **FIVE (5)** advantages of employee retention to the company. (20 marks)

Question 3

An organisation with a good employee relations programme provides fair and consistent treatment to all employees so they will be committed to their jobs and loyal to the company. However, employee relations will also have issues within the company. Explain **FOUR (4)** ways in which the company can maintain good employee relations. (20 marks)

Question 4

Workplace diversity isn't just an inclusion fad, it's something most companies are trying to achieve. Discuss **FIVE (5)** main benefits of diversity in the workplace. (20 marks)

END OF EXAM PAPER