



FINAL EXAMINATION
MARCH 2024

COURSE TITLE	HUMAN RESOURCE MANAGEMENT
COURSE CODE	RHRM3113
DATE/DAY	25 JUNE 2024 / TUESDAY
TIME/DURATION	09:00 AM - 11:00 AM / 02 Hour(s) 00 Minute(s)

INSTRUCTIONS TO CANDIDATES :

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 6 Printed Pages including front page)

*****DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO*****

This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. [60 MARKS]

SECTION A

(20 Marks)

There are TWENTY (20) questions in this part. Answer ALL questions in the answer booklet provided.

1. Which aspect of work teams contributes to fostering trust among coworkers?
 - A. Improved productivity.
 - B. Greater coworker trust.
 - C. Increased employee involvement.
 - D. Widespread individual learning.

2. On the Job Training Methods is based on _____.
 - A. Demonstration Method
 - B. Apprenticeship Training Method
 - C. Informal Training
 - D. All of the above

3. Which method of job analysis relies on direct interaction with employees to gather information?
 - A. Interviews.
 - B. Logs/diaries.
 - C. Questionnaires.
 - D. Observations.

4. How do performance standards contribute to improving employee accountability?
 - A. By avoiding feedback mechanisms.
 - B. By clearly defining job responsibilities and expected outcomes.
 - C. By discouraging employee development.
 - D. By promoting favouritism within the organization.

5. What aspect of HR planning focuses on attracting and selecting qualified individuals to fill job vacancies within the organization?
 - A. Reducing non-visible costs.
 - B. Employee career planning & development.
 - C. Recruitment.
 - D. Effectiveness of HRM programs.

6. What action is taken in the step of balancing human resource supply and requirement when there is an excess supply of employees?
 - A. Implementing a staffing schedule.
 - B. Conducting environmental scanning.
 - C. Limiting the intake of new employees.
 - D. Predicting manpower/human resource needs.

7. In which scenario would external recruitment through executive search firms be most appropriate?
 - A. When seeking candidates from within the organization for promotional opportunities.
 - B. When advertising job vacancies on social media platforms.
 - C. When searching for candidates with specific skill sets and experience outside the organization.
 - D. When hiring temporary staff for short-term projects.

8. Which type of ability test evaluates an individual's capacity to perform physical tasks such as lifting, carrying, and endurance?
 - A. Cognitive ability tests.
 - B. Physical ability tests.
 - C. Psychomotor tests.
 - D. Situational judgment tests.

9. What interview format includes multiple interviewers and multiple interviewees?
 - A. Individuals.
 - B. Individuals sequentially.
 - C. Panel interview.
 - D. Team interview.

10. Which term refers to the failure of an employer to thoroughly investigate an employee before hiring, resulting in harm to others?
 - A. Negligent promotion.
 - B. Negligent hiring.
 - C. Negligent retention.
 - D. Negligent termination.

11. How does training contribute to improving quality and customer service?
 - A. By enhancing skills and knowledge.
 - B. By increasing employee absenteeism.
 - C. By reducing employee turnover.
 - D. By decreasing productivity.

12. What does orientation primarily contribute to in terms of organizational effectiveness?
- A. Diminishing employee morale.
 - B. Creating disorganization within the workplace.
 - C. Decreasing employee productivity.
 - D. Enhancing interpersonal acceptance by coworkers.
13. _____ is the activities designed to provide learners with the knowledge and skill needed for their present job.
- A. Training
 - B. Induction
 - C. Introduction
 - D. Development
14. Which component is essential for establishing alignment and direction in a performance-focused culture?
- A. Detailed appraisal of employee performance.
 - B. Clear expectations, goals, and deadlines.
 - C. Clear feedback on performance.
 - D. Manager and employee training as needed.
15. Which method of performance appraisal involves peers providing feedback on each other's performance?
- A. Employees rating themselves.
 - B. Outside sources rating employees.
 - C. Team members rating each other.
 - D. Multisource or 360 feedback.
16. What are the components typically included in a graphic rating scale for performance evaluation?
- A. Descriptive categories.
 - B. Job duties.
 - C. Behavioural dimensions.
 - D. All of the above.
17. External sources of recruitment consist _____.
- A. Recommendations of Existing employees
 - B. Private Employment Agencies
 - C. Through Employment Exchange
 - D. All of the above

18. What type of compensation is directly tied to the number of hours worked by an employee?

- A. Base pay.
- B. Wages.
- C. Salary.
- D. Variable.

19. Which function of benefits aligns with promoting a positive image of the company and its values?

- A. Aid recruiting and retention.
- B. Improve organizational performance.
- C. Meet legal requirements.
- D. Reinforce the company philosophy of social and corporate citizenship.

20. The way of protecting individual's well-being of health is classified as _____.

- A. safety
- B. health
- C. adverse situation
- D. security



SECTION B

(40 Marks)

There are **THREE (3)** questions in this part. Answer **ALL** questions in the answer booklet.

Question 1

Founded as a small company in 2008, Google has grown to be a major technology company operating in almost all countries around the globe. Google is a leading world technology firm that aims at improving people's information and attachment. The firm's aspiration is to improve the lives of multitude number of world inhabitants.

The firm applies diverse approaches in sourcing for human resources. The emphases on talent and innovativeness as well as development of individual talents enable the firm to sources for the best talent. Even though the firm source for its needed talents through internal processes, outsourcing through outside sources is also applied by the organization to perform its recruitment processes particularly where highly skilled and expertise is needed such as in the managerial positions.

In other words, outsourcing is effectual in the case where extremely specialized workers are needed. Google employs various methods of developing personnel. In other words, the managerial practices within the organization have attracted the best talents since most people are given opportunities to grow talents. The opportunities for employees to set and maintain own standards also encourage innovativeness and growth of individual talents.

(Source: StudyCorgi. (2020) 'Google Company Strategic Human Resources Management')

1. Define recruitment and explain the **TWO (2)** types of recruitment. (5 marks)
2. Based on the information provided, Google sourcing or recruitment had done internally and externally. Explain **FIVE (5)** suitable external recruitment strategies that can be implemented by Google for their future recruitment process. (15 marks)

Question 2

Describe **FIVE (5)** errors made during performance appraisal. (10 marks)

Question 3

Employee discipline involves strategies used by employers to manage employee behaviour and performance, including warnings, performance improvement plans, coaching, and disciplinary measures like suspension or termination. It aims for a positive work environment. Discuss **FIVE (5)** reasons why managers might not use discipline. (10 marks)

***** END OF QUESTION PAPER *****