



FINAL EXAMINATION
NOVEMBER 2023

COURSE TITLE	HUMAN RESOURCE MANAGEMENT
COURSE CODE	RHRM3113
DATE/DAY	21 FEBRUARY 2024 / WEDNESDAY
TIME/DURATION	02:00 PM - 04:00 PM / 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 of the following indicates the division of work within a firm and the lines of authority and communication?
 - A. Process chart.
 - B. Employee matrix.
 - C. Organization chart.
 - D. Corporate overview.

2. During the job analysis process, it is important to _____ before collecting data about specific job duties and working conditions.
 - A. test job questionnaires on a small group of workers
 - B. confirm the job activity list with employees
 - C. select a sample of similar jobs to analyse
 - D. assemble the job specifications list

3. Which of the following terms refers to redesigning jobs in a way that increases the opportunities for the worker to experience feelings of responsibility, achievement, growth, and recognition?
 - A. Job rotation.
 - B. Job enrichment.
 - C. Job reengineering.
 - D. Job enlargement.

4. All of the following are methods used by firms to develop high-potential candidates for future positions **EXCEPT** _____.
 - A. providing internal training
 - B. implementing job rotation
 - C. offering global assignments
 - D. developing skills inventories

5. Which of the following is **NOT** a tool used by firms to recruit outside candidates?
- A. Newspaper advertising.
 - B. Intranet job postings.
 - C. Employment agencies.
 - D. Online job boards.
6. _____ are special employment agencies retained by employers to seek out top management talent for their clients.
- A. State-run employment agencies
 - B. Private employment agencies
 - C. Temporary agencies
 - D. Executive recruiters
7. What is the advantage of using employee referral campaigns?
- A. Local, hourly workers can be recruited quickly.
 - B. Applicants have received realistic job previews.
 - C. Rewards and incentives are eliminated.
 - D. Applicants have community ties.
8. Which of the following terms refers to the accuracy with which a test fulfills the function for which it was designed?
- A. Reliability.
 - B. Validity.
 - C. Expectancy.
 - D. Consistency.
9. _____ tests include assessments of general reasoning ability and specific mental abilities like memory and inductive reasoning.
- A. Motor ability
 - B. Personality
 - C. Achievement
 - D. Cognitive
10. Which of the following is most likely **NOT** one of the goals of a firm's employee orientation program?
- A. Making new employees feel like part of a team.
 - B. Helping new employees become socialized into the firm.
 - C. Assisting new employees in selecting the best labour union.
 - D. Teaching new employees about the firm's history and strategies.

11. All of the following are types of on-the-job training, **EXCEPT** _____.
- A. programmed learning
 - B. understudy method
 - C. special assignments
 - D. job rotation
12. Which of the following is most likely **NOT** measured when evaluating a training program?
- A. What trainees learned from the program.
 - B. Participants' reactions to the program.
 - C. Overall organizational productivity.
 - D. Changes in on-the-job behaviour.
13. A formal system of review and evaluation of an individual or team task performance is referred to as _____.
- A. performance appraisal
 - B. strategic planning
 - C. performance management
 - D. succession planning
14. What is the most common cause of the failure of performance appraisal systems?
- A. Unclear goals and expectations.
 - B. Irrelevant development plans.
 - C. Time-consuming for managers.
 - D. High implementation costs.
15. What is the benefit of having subordinates evaluate supervisors?
- A. Increasing the opportunity to expand a department.
 - B. Decreasing the reliance on traditional performance appraisals.
 - C. Increasing a supervisor's awareness of the work group's needs.
 - D. Decreasing a supervisor's authority over subordinates in a workgroup.
16. Which of the following is **NOT** a type of direct financial payment?
- A. Wages.
 - B. Insurance.
 - C. Incentives.
 - D. Commissions.

17. Which of the following is an example of indirect financial compensation?
- A. Sales commission.
 - B. Annual bonus.
 - C. Social security.
 - D. Hourly wage.
18. In most cases, which of the following is **NOT** a factor in direct financial compensation?
- A. Organization.
 - B. Marital status.
 - C. Labor market.
 - D. Employee's job.
19. OSHA has authorized stricter enforcement measures for employers that _____.
- A. employ illegal immigrants
 - B. fail to provide bilingual safety information
 - C. frequently request voluntary safety checks
 - D. repeatedly violate health and safety standards
20. Which of the following is a multi-step process designed to study and analyze a task and then break down that task into steps that provide a means of eliminating associated dangers?
- A. Job analysis.
 - B. Job hazard analysis.
 - C. Workplace analysis.
 - D. Hazard analysis.

SECTION B

(40 Marks)

There are FOUR (4) questions in this part. Answer ALL questions in the answer booklet.

1. Explain **FIVE (5)** advantages of external recruitment. (10 marks)
2. Describe **FIVE (5)** sources of performance appraisal. (10 marks)
3. Discuss **FIVE (5)** importance of effective compensation in retaining high-performing employees within an organization. (10 marks)
4. Identify **FIVE (5)** ways of dealing with workplace violence that affect employee well-being and productivity. (10 marks)

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*** END OF QUESTION PAPER ***
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