



FINAL EXAMINATION
NOVEMBER 2023

COURSE TITLE	INTRODUCTION TO HUMAN RESOURCE MANAGEMENT
COURSE CODE	RHRM1113
DATE/DAY	20 FEBRUARY 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)

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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. The _____ signifies the system of shared values, beliefs, and habits within an organization that interacts with the formal structure to produce behavioural norms.
 - A. motivation model
 - B. network system
 - C. corporate culture
 - D. behavioural paradigm

2. A person who may be an executive and performs tasks in a variety of HR-related areas is best known as a _____.
 - A. specialist
 - B. manager
 - C. generalist
 - D. supervisor

3. Which term refers to potential employees located within a specific geographic area?
 - A. Forecasted allocation.
 - B. Labour market.
 - C. Labour union.
 - D. Employee relations.

4. Which type of bullying involves hitting, punching, and shoving?
 - A. Verbal.
 - B. Social.
 - C. Cyberbullying.
 - D. Physical.

5. Which of the following is considered an example of unlawful discrimination in the workplace?
 - A. Providing equal employment opportunities to all employees.
 - B. Offering different pay scales based on years of experience.
 - C. Basing employment decisions on relevant job qualifications and performance.
 - D. Providing reasonable accommodations for employees with disabilities.

6. What is the primary objective of Equal Employment Opportunity (EEO) in the workplace?
- A. Ensuring that all employees receive equal compensation.
 - B. Promoting fair treatment and preventing discrimination based on protected characteristics.
 - C. Providing additional benefits to employees based on seniority.
 - D. Facilitating preferential treatment for certain employee groups.
7. Which of the following terms refers to the procedure used to determine the duties associated with job positions and the characteristics of the people to hire for those positions?
- A. Job description.
 - B. Job specification.
 - C. Job analysis.
 - D. Job context.
8. The _____ lists a job's specific duties as well as the skills and training needed to perform a particular job.
- A. organization chart
 - B. job analysis
 - C. work aid
 - D. job description
9. Which of the following terms refers to systematically moving workers from one job to another?
- A. Job rotation.
 - B. Job enrichment.
 - C. Job enlargement.
 - D. Job adjustment.
10. Which of the following terms refers to the background investigations, tests, and physical exams that firms use to identify viable candidates for a job?
- A. Selection tools.
 - B. Job analysis methods.
 - C. Personnel techniques.
 - D. Forecasting tools.

11. Which of the following is a potential benefit of internal recruitment?
- A. Increased diversity in the workforce.
 - B. Faster onboarding for new hires.
 - C. Higher recruitment costs.
 - D. Limited pool of qualified candidates.
12. Why is assessing person/organization fit important in the hiring process?
- A. Ensures that candidates have the highest level of professional experience.
 - B. Helps prevent diversity within the organization.
 - C. Contributes to employee satisfaction, engagement, and long-term success.
 - D. Minimizes the need for on-the-job training.
13. Which job role is most likely to benefit from the use of cognitive ability tests in the hiring process?
- A. Graphic designer.
 - B. Customer service representative.
 - C. Data analyst.
 - D. Event planner.
14. Emotional intelligence tests often assess an individual's ability to _____, understand, and manage their own emotions and the emotions of others.
- A. communicate
 - B. recognize
 - C. memorize
 - D. criticize
15. How does structured interviewing contribute to the hiring process?
- A. It allows interviewers to make subjective judgments based on personal preferences.
 - B. It increases the likelihood of biased hiring decisions.
 - C. It promotes fairness, objectivity, and consistency in candidate evaluations.
 - D. It encourages interviewers to rely solely on gut feelings and intuition.
16. Trainees should be provided adequate practice and be allowed to work at their own pace during a training session in order to _____.
- A. screen applicants based on ability
 - B. transfer skills more easily to the job
 - C. reduce training costs
 - D. determine appropriate pay scales

17. Which of the following training methods is most frequently used by employers?

- A. Job instruction training.
- B. Apprenticeship training.
- C. On-the-job training.
- D. Classroom training.

18. Which of the following will most likely help a speaker improve the effectiveness of a training lecture?

- A. Watching the audience's body language.
- B. Opening with a familiar joke.
- C. Talking from a prepared script.
- D. Using exaggerated hand gestures to emphasize points.

19. What is the purpose of using training evaluation metrics?

- A. Determine the average age of participants.
- B. Measure the impact and success of training programs.
- C. Assess the popularity of training sessions.
- D. Calculate the number of training hours completed.

20. Which of the following best describes the benefit of the job-site approach?

- A. Reduced integration with actual job responsibilities.
- B. Higher costs are associated with off-site training programs.
- C. Enhanced applicability and relevance to real-world work situations.
- D. Limited flexibility in training delivery methods.

SECTION B

(40 Marks)

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

1. Describe **FIVE (5)** functions of human resource management. (10 marks)

2. Identify **FIVE (5)** benefits of training programs in an organization to ensure employees are equipped with the knowledge and skills needed for professional growth and organizational success. (10 marks)

3. Conducting a thorough background investigation is a crucial part of the regular recruitment process to ensure informed decisions and uphold high standards of suitability and honesty. Explain **FIVE (5)** methods to obtain information for background investigation. (10 marks)

4. Describe **FIVE (5)** strategies that an organization can use to break the glass ceiling and ensure that all employees have equal opportunities for career advancement. (10 marks)

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