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**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2018

Programme : Diploma In Business Management (DBM)

Course : **WHRM2100: Human Resource Management**

Date of Examination : December 8,2018 (Saturday)

Time : 10:00 am – 12:00 pm Reading Time : Nil

Duration : 2 Hours

**Special Instructions :**

**Section A:** Answer **ALL** Multiple Choice questions in the **OMR** sheet provided.

**Section B:** Answer **TWO (2)** out of **THREE (3)** question.

**IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL.**

Material permitted : Nil

Materials provided : OMR Sheets

Examiner(s) : **Vasanthakumar Gunasakaran, Dr Senthela June and Ihsan Mahmood**

Moderator : Ms Kannaki S.Narayansany

*This paper consists of 7 printed pages, including the cover page*

DIPLOMA IN BUSINESS MANAGEMENT PROGRAMME (DBM)  
WHRM2100: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT  
FINAL EXAMINATION: AUGUST 2018 SESSION

**Instructions:** This paper consists of **TWO (2)** parts, Part A and Part B. Answer all questions in Part A. Answer **TWO (2)** out of **THREE (3)** questions in Part B. Answer all questions in the **OMR sheet** and answer booklet provided.

**PART A: Answer All Questions.**

1. The basic functions of the management process include all of the following **EXCEPT** \_\_\_\_\_.
  - A. Planning
  - B. Organizing
  - C. Outsourcing
  - D. Leading
  
2. \_\_\_\_\_ is the process of acquiring, training, appraising, and compensating employees, and attending to their labor relations, health and safety, and fairness concerns.
  - A. Labor relations
  - B. Human resource management
  - C. Behavioral management
  - D. Organizational health and safety management
  
3. Personnel activities associated with human resource management most likely include all of the following **EXCEPT** \_\_\_\_\_.
  - A. Orienting and training new employees
  - B. Appraising employee performance
  - C. Building employee commitment
  - D. Developing customer relationships
  
4. Since Human Resources is important to all managers, which is **NOT** a personnel mistake a manager wants to make while managing?
  - A. Waste time with useless interviews
  - B. Hire the wrong person
  - C. Have your people not doing their best
  - D. Experience low turnover

5. 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
6. All of the following types of information will most likely be collected by a human resources specialist through a job analysis **EXCEPT** \_\_\_\_\_.
- A. Work activities
  - B. Human behaviors
  - C. Performance standards
  - D. Employee benefits options
7. 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
8. \_\_\_\_\_ tests include assessments of general reasoning ability and of specific mental abilities like memory and inductive reasoning.
- A. Motor ability
  - B. Personality
  - C. Achievement
  - D. Cognitive
9. As part of the selection process for a position at UPS, Jack has been asked to lift weights and jump rope. Which of the following is most likely being measured by UPS?
- A. Interpersonal skills
  - B. Cognitive skills
  - C. Physical abilities
  - D. Achievements

10. The Big Five personality dimensions include all of the following **EXCEPT** \_\_\_\_\_.
- A. Neuroticism
  - B. Optimism
  - C. Extroversion
  - D. Conscientiousness
11. Which of the following is the primary reason that firms conduct background investigations of job applicants?
- A. Adhere to legal hiring practices
  - B. Limit the number of applicants
  - C. Uncover false information
  - D. Report criminals to police
12. What is the type of interview which lists the questions ahead of time?
- A. Structured interviews
  - B. Unstructured interviews
  - C. Situational interviews
  - D. Behavioral interviews
13. Which of the following is NOT a type of direct financial payment?
- A. Wages
  - B. Insurance
  - C. Incentives
  - D. Commissions
14. According to many experts, which of the following would most likely reduce the wage gap between men and women?
- A. Education
  - B. Union intervention
  - C. Federal legislation
  - D. Competency-based pay

15. \_\_\_\_\_ refers to the tendency of firms to extend their sales, ownership, and/or manufacturing to new markets abroad.
- A. Expansion
  - B. Globalization
  - C. Export growth
  - D. Diversification
16. \_\_\_\_\_ has affected how people work, and therefore on the skills and training today's workers need.
- A. Technology
  - B. Factory jobs
  - C. Global environmental concerns and legislation
  - D. Manufacturing
17. All of the following topics are typically addressed during employee orientation **EXCEPT** \_\_\_\_\_.
- A. Employee benefits
  - B. Personnel policies
  - C. Daily routine
  - D. Wage curves
18. Tyler, a new accounts representative at Martin Marketing, is learning the job by actually doing job-related tasks such as contacting customers. Tyler is most likely participating in \_\_\_\_\_.
- A. On-the-job training
  - B. Socialization
  - C. Social learning
  - D. Modeling
19. Which of the following terms refers to the process of evaluating an employee's current and/or past performance relative to his or her performance standards?
- A. Employee selection
  - B. Performance appraisal
  - C. Employee orientation
  - D. Organizational development

20. All of the following are reasons for appraising an employee's performance **EXCEPT** \_\_\_\_\_.
- A. Correcting any work-related deficiencies
  - B. Creating an organizational strategy map
  - C. Determining appropriate salary and bonuses
  - D. Making decisions about promotions
21. In most organizations, who is primarily responsible for appraising an employee's performance?
- A. Employee's direct supervisor
  - B. Company appraiser
  - C. Human resources manager
  - D. Employee's subordinates
22. In general, how many human resource employees would be on staff for a firm with 500 total employees?
- A. 1
  - B. 2
  - C. 5
  - D. 10
23. 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
24. The fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in performance is called \_\_\_\_\_.
- A. Job redesign
  - B. Reengineering
  - C. Process engineering
  - D. Job enlargement

25. According to experts, most people are hired for their qualifications and fired for their \_\_\_\_\_.
- A. Physical limitations
  - B. Lack of aptitude
  - C. Nonperformance
  - D. Psychological issues

**PART B** : Answer any **TWO (2)** out of **THREE (3)** questions in the answer booklet provided.

**Question 1**

Interview is the most basic part of the whole selection process. It serves as the essential intends to gather data and information on a job applicant.

- (a) List and explain **three (3)** types of interviews. (9 marks)
- (b) Using appropriate examples, state and describe **four (4)** limitation of interview. (16 marks)

**Question 2**

Using relevant examples, state and discuss any **five (5)** components of a job description (25 marks)

**Question 3**

Performance appraisals are essential for the effective management and evaluation of employees. With the support of relevant examples, list and discuss **five (5)** reasons for a manager to appraisal his/her subordinates. (25 marks)

**-THE END-**

