



FINAL
Examination Paper

(COVER PAGE)

Session : April 2014

Programme : Diploma In Business (DIB)

Course : **HRM2100: FUNDAMENTALS OF HUMAN RESOURCE
MANAGEMENT**

Date of Examination : July 24, 2014

Time : 2:00pm – 4:00pm Reading Time: Nil

Duration : 2 hours

Special Instructions :

This paper consists of **SIX (6)** questions. Answer any **FOUR (4)** questions in the answer booklet provided. All questions carry equal marks.

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Ng Huey Miin, Kannaki S. Narayansany.

Moderator : Mr. Ihsan Mahmood

This paper consists of 3 printed pages, including the cover page.

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DIPLOMA IN BUSINESS PROGRAMME
HRM2100: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT
FINAL EXAMINATION: APRIL 2014 SESSION

Instructions: This paper consists of **SIX (6)** questions. Answer any **FOUR (4)** questions in the answer booklet provided. All questions carry equal marks.

Question 1

- (a) Human resource practitioners are exposed to the influence of the external environment while managing staff in the organisations.

Discuss in detail **FIVE (5)** trends which influence the practice of Human Resource Managers today.

(15 marks)

- (b) Define talent management.

Describe **FOUR (4)** areas involve in managing talents in an organisation.

(10 marks)

Question 2

- (a) Define job analysis.

(3 marks)

Discuss **FOUR (4)** ways to collect job analysis information.

(12 marks)

- (b) Analyse the advantages and disadvantages of the **FOUR (4)** methods mentioned above.

(10 marks)

Question 3

- (a) Discuss **THREE (3)** ways to forecast internal sources of candidates in an organisation.

(10 marks)

- (b) Explain the followings external recruitment methods.

- (i) Internet Recruitment
- (ii) Advertisement
- (iii) Employment Agencies
- (iv) Campus Interview
- (v) Executive Recruiters

(15 marks)

Question 4

- (a) Describe **FIVE (5)** possible errors that can undermine the usefulness of an interview. Provide **ONE (1)** recommendation for **EACH** error to avoid these interview mistakes. (15 marks)
- (b) Discuss **FIVE (5)** ways to administer the interview. (10 marks)

Question 5

List and explain each of the **FIVE (5)** steps of training process. (25 marks)

Question 6

- (a) List and discuss at least **FIVE (5)** potential problems in performance appraisal. (15 marks)
- (b) Discuss **FOUR (4)** methods of appraising performance. (10 marks)