

FINAL
Examination Paper

(COVER PAGE)

Session : AUGUST 2019

Programme : Diploma in Business (DIB)

Course : **HRM2100: Fundamentals of Human Resource Management**

Date of Examination : December 10, 2019 (Tuesday)

Time : 8:00am – 10:00am Reading Time : Nil

Duration : 2 Hours

Special Instructions :

Answer any **FOUR (4)** questions in the answer booklet provided.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Claudine Shalini**, Vasanthakumar, Kathleen Bagah, and
Chong Rong Pin

Moderator : Ms Kannaki S Narayansamy

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
HRM2100: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT
FINAL EXAMINATION: AUGUST 2019 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) Assuming that Digi Telecommunications Sdn Bhd is currently considering suitable candidates to promote for the Regional Sales Director position. Using appropriate example, list and explain **FIVE (5)** appropriate employee development program that the human resource manager could use to develop the talent.
(15 marks)
- (b) List and explain any **FIVE (5)** types of training that is suitable for a Customer Service Executive for Agoda International Malaysia Sdn. Bhd. which is a travel agency
(10 marks)

(Total: 25 marks)

Question 2

Using relevant examples, list and discuss **the recruitment process**.

(Total: 25 marks)

Question 3

- (a) List and explain **FIVE (5)** basic functions of Human Resource Management
(10 marks)
- (b) Human Resource today has gone through many changes and evolution. Using relevant examples explain **THREE (3)** trends that has caused the biggest impact of change in Human Resource Management over the years
(15 marks)

(Total: 25 marks)

Question 4

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 appraise his/her subordinates.

(Total: 25 marks)

Question 5

A fair wage and salary policy and consistent internal wage and salary relationships are vital to the success of the whole personnel program.

Using relevant examples, identify and discuss **FIVE (5)** factors that affect wage and salary structure.

(Total: 25 marks)

Question 6

Job analysis concentrates on what job holders are expected to do.

(a) Identify and explain any **FIVE (5)** nature of job analysis. (10 marks)

(b) Using relevant examples, explain any **FIVE (5)** main components of job description. (15 marks)

(Total: 25 marks)

~The End~

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