

FINAL
Examination Paper

(COVER PAGE)

Session : January 2016

Programme : Diploma In Business (DIB)

Course : HRM2100: Fundamentals Of Human Resource Management

Date of Examination : March 8, 2016 (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) : Mr. Chang Foo Chung

Moderator : Mr. Ihsan Mahmood

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

DIPLOMA IN BUSINESS (DIB)
HRM2100: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT
FINAL EXAMINATION: JANUARY 2016 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) Outline and explain **FOUR (4)** financial incentives which might be used by a firm to improve worker performance. (12 marks)
- (b) Explain **FOUR (4)** differences between Job Description and Job Specification. (13 marks)

Question 2

- (a) List and explain **FIVE (5)** possible mistakes an interviewer may make in an interview session. (10 marks)
- (b) List and explain **THREE (3)** sources of internal and external recruitment. (15 marks)

Question 3

- (a) Using relevant examples, explain **THREE (3)** types of training method. (9 marks)
- (b) Explain **FOUR (4)** functions of performance management. (16 marks)

Question 4

Explain **FIVE (5)** roles of a Human Resource Department in supporting business success. (25 marks)

Question 5

- (a) Define the term 'industrial relation'. (2 marks)
- (b) Explain **FOUR (4)** possible impacts of employee grievances. (8 marks)
- (c) Explain **FIVE (5)** importance of having harmonious employer-employee relation. (15 marks)

Question 6

- (a) Explain **TWO (2)** reasons for employing part-time workers. (5 marks)
- (b) Explain **FOUR (4)** importance of Employees Provident Fund (EPF) to the employees. (8 marks)
- (c) Explain **SIX (6)** possible reasons for high labour turnover in a firm. (12 marks)

~ **THE END** ~
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