

**UNIVERSITY COLLEGE TATI (UCTATI)****FINAL EXAMINATION QUESTION BOOKLET**

COURSE CODE	: BBM 2063
COURSE TITLE	: HUMAN RESOURCE MANAGEMENT
SEMESTER/SESSION	: 1 - 2023/2024
DURATION	: 3 HOURS

**Instructions:**

1. This booklet contains 5 questions. Answer **ALL** questions.
2. All answers should be written in answer booklet.
3. Write legibly and draw sketches wherever required.
4. If in doubt, raise your hand for invigilator attention.

**DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO**

**THIS BOOKLET CONTAINS 3 PRINTED PAGES INCLUDING COVER  
PAGE**

**QUESTION 1**

a) *As a field, HRM has undergone many changes over the last twenty years, giving it an even more important role in today's organizations. In the past, HRM meant processing payroll, sending birthday gifts to employees, arranging company outings, and making sure forms were filled out correctly—in other words, more of an administrative role rather than a strategic role crucial to the success of the organization.*

- i. Define the role of current Human Resource Management. (2 marks)
- ii. Explain the main differences between authority of a staff manager and a line manager. (6 marks)

b) Discuss **THREE (3)** pivotal skills or competencies of a human resource manager. (12 marks)

**QUESTION 2**

- a) Discuss strategic planning in Human Resource Management. (4 marks)
- b) Describe staffing and what it does in an organization. (4 marks)
- c) Explain the following steps involved in the staffing process. (12 marks)
  - i. Manpower Planning
  - ii. Recruitment
  - iii. Selection of candidates

**QUESTION 3**

In the stage of selecting, candidates may have to undergo series of interview session and panels of interviewer have to avoid from making some common mistakes in interview. Most panel think they're better interviewers than they really are.

Discuss the **FIVE (5)** common mistakes made by the panels. (20 marks)

**QUESTION 4**

Illustrate **FIVE (5)** retention strategies that can be implemented in Malaysia context.

(20 marks)

**QUESTION 5**

a) Illustrate **FOUR (4)** objectives of orientation training. (8 marks)

b) Illustrate **FOUR (4)** advantages of a centralized training. (12 marks)

-----**End of question**-----

