



**FINAL EXAMINATION**

**COURSE : HUMAN RESOURCE MANAGEMENT**  
**COURSE CODE : PHR2143**  
**DURATION : 02 HOURS**

**INSTRUCTIONS TO CANDIDATES:**

1. This question paper consists of **THREE (3)** parts : PART A (24 questions)  
PART B (14 questions)  
PART C (02 question)
2. Answer ALL questions from PART A, PART B and PART C.
  - i. Answer PART A in the Objective Answer Sheet.
  - ii. Answer PART B in the True or False Answer Sheet.
  - iii. Answer PART C in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
  - i. The Question Paper.
  - ii. An Answer Booklet.
  - iii. An Objective Answer Sheet.
  - iv. A True or False Answer Sheet.
4. Do not bring any material into the examination hall unless permission is given by the invigilator.
5. Please write your answer using a ball-point pen.

**MYKAD NO :** \_\_\_\_\_  
**ID. NO. :** \_\_\_\_\_  
**LECTURER :** \_\_\_\_\_  
**SECTION :** \_\_\_\_\_

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**DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO**

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*The question paper consists of 09 printed pages*

**2024/D/PHR2143**

**OCT2024/D/PHR2143**

**PART A: MULTIPLE CHOICE**

1. **(1 point)**

What is the main purpose of the selection process in an organization?

- A. To match people with jobs and the organization's culture
- B. To select only under-qualified candidates
- C. To ensure that every candidate gets a job
- D. To recruit as many candidates as possible

2. **(1 point)**

What happens to candidates who are not successful in the preliminary screening?

- A. They are offered employment
- B. They are rejected from the selection process
- C. They undergo background and reference checks
- D. They proceed to the next stage of the selection process

3. **(1 point)**

What stage requires the company to perform background and reference checks in the selection process?

- A. Stage 4
- B. Stage 5
- C. Stage 6
- D. Stage 7

4. **(1 point)**

Which test will likely evaluate a candidate's physical strength and coordination?

- A. Personality tests
- B. Work-sample tests
- C. Cognitive aptitude tests
- D. Psychomotor abilities tests

5. **(1 point)**

Which type of test requires an applicant to perform a task that directly represents the job they are applying for?

- A. Personality tests
- B. Work-sample tests
- C. Cognitive aptitude tests
- D. Job knowledge tests

6. **(1 point)**  
How does development differ from training in an organizational context?
- A. Development and training are identical in purpose and focus
  - B. Development focuses on short-term goals, while training is long-term
  - C. Development is designed for current job needs, while training is future-oriented
  - D. Development prepares employees for future roles, while training addresses current job needs
7. **(1 point)**  
How does global complexity influence the need for training and development (T&D)?
- A. It reduces the importance of T&D programs
  - B. It decreases the competitive advantage of companies
  - C. It simplifies the T&D process due to standardized global practices
  - D. It requires companies to provide employees with leading-edge skills
8. **(1 point)**  
What are the main reasons for the shortage of skilled workers in manufacturing jobs?
- A. A decrease in global trade opportunities
  - B. A decline in technological advancements
  - C. Outsourcing of jobs, leading to a lack of job security
  - D. Increased interest in manufacturing jobs among the younger generation
9. **(1 point)**  
Task analysis in the training and development process is primarily concerned with \_\_\_\_\_.
- A. studying the firm's strategic HR planning
  - B. understanding the oral comprehension skills of employees
  - C. focusing on the tasks required to achieve the firm's objectives
  - D. improving customer service quality
10. **(1 point)**  
Which of the following is a formal system of review and evaluation of individual or team task performance?
- A. Selection test
  - B. Observation
  - C. Performance appraisal
  - D. Recruitment

11. **(1 point)**  
What stage of the performance appraisal process is the most challenging?
- A. Appraise performance
  - B. Establish performance criteria
  - C. Examine work performed
  - D. Discuss appraisal with employee
12. **(1 point)**  
Which of the following are the uses of performance appraisal?
- A. Human resource statement
  - B. Internal employer connection
  - C. Outsourcing
  - D. Training and development
13. **(1 point)**  
Which of the following measurement methods rates an employee's performance relative to other employees?
- A. Comparison systems
  - B. Forced distribution method
  - C. Behavioral systems
  - D. Result-based systems
14. **(1 point)**  
What type of compensation consists of the satisfaction that a person receives from the job itself?
- A. Direct financial
  - B. Indirect financial
  - C. Discretionary
  - D. Non-financial
15. **(1 point)**  
Which of the following is classified as the type of direct financial compensation?
- A. Life insurance
  - B. Seniority pays
  - C. Retirement plan
  - D. Paid time off
16. **(1 point)**  
Which of the following direct financial compensation relates to a sum of money that is paid to an employee upon completion of task?
- A. Bonuses
  - B. Salaries
  - C. Wages
  - D. Commissions

17. **(1 point)**  
Which of the following discretionary benefits are voluntarily provided by an organization?
- A. Health care
  - B. Social security
  - C. Salaries
  - D. Unemployment compensation
18. **(1 point)**  
What type of workplace flexibility attract people to work fewer than 40 hours per week?
- A. Flextime
  - B. Job sharing
  - C. Part-time work
  - D. Compressed workweek
19. **(1 point)**  
Which of the following **BEST** describes the concept of health for employees?
- A. Ability to multitask efficiently
  - B. Participation in company events
  - C. Compliance with safety regulations
  - D. Freedom from physical or emotional illness
20. **(1 point)**  
What does the Occupational Safety and Health Act 1994 focus on for Malaysian workers?
- A. Creating a safe and healthful workplace
  - B. Promoting overseas employment
  - C. Increasing productivity levels
  - D. Providing pension plans
21. **(1 point)**  
Which of the following is a potential consequence of accidents in the workplace?
- A. Financial cost
  - B. Personal gain
  - C. Positive publicity
  - D. Increased productivity
22. **(1 point)**  
What are the two forms of bullying?
- A. Verbal and cyber
  - B. Social and verbal
  - C. Emotional and verbal
  - D. Physical and psychological

23. **(1 point)**

Which safety equipment would be used to protect hearing?

- A. Gloves
- B. Respirator
- C. Face shield
- D. Earplugs or muffs

24. **(1 point)**

What is one of the symptoms of burnout?

- A. Improved focus
- B. Higher motivation
- C. Emotional exhaustion
- D. Increased productivity

**PART B: TRUE / FALSE**

1. **(1 point)**  
Professional and managerial candidates often begin the selection process by submitting a resume that highlights their skills and qualifications relevant to the position.
2. **(1 point)**  
A word processing test for a position that requires text input on a computer is an example of using content validity.
3. **(1 point)**  
Unstructured interviews are generally quicker and less comprehensive than structured interviews.
4. **(1 point)**  
Situational interviews aim to evaluate how a candidate might respond to challenges they could face in the work environment.
5. **(1 point)**  
Interview session that interacts with multiple interviewers at the same time in the same room is known as group interview.
6. **(1 point)**  
An example of training would be teaching a worker how to operate a specific machine relevant to their current job duties.
7. **(1 point)**  
In role-playing, participants are typically required to observe others performing tasks rather than actively engaging in the scenarios themselves.
8. **(1 point)**  
The classroom method requires students to engage with the instructor in real-time, typically in a face-to-face setting.
9. **(1 point)**  
Apprenticeship training exclusively consists of classroom instruction without any practical, on-the-job training.
10. **(1 point)**  
Compensation is all form of financial rewards and tangible services and benefits provided to employees as part of an employee relationship in return for their services.
11. **(1 point)**  
Performance based compensates employees for developing the flexibility, knowledge and skills to perform many jobs effectively.
12. **(1 point)**  
Many contextual influences of direct compensation must be considered such as labor market, cost of living differences, labor unions, the economy, interindustry wage or compensation differentials, and legislation.

13. **(1 point)**  
Merit pay is compensation that rewards employees for partially or completely attaining a predetermined work objective.
14. **(1 point)**  
The structure of monetary compensation plans includes job structures, competitive compensation policies and pay structures.

**PART C: STRUCTURED**

1. **(6 points)**  
Explain any **THREE (3)** limitations of performance appraisal.
  
2. **(6 points)**  
Discuss any **THREE (3)** individual approaches to manage stress.

**END OF QUESTION PAPER**