

PSA

POLITEKNIK
Jabatan Pengajian Politeknik

EXAMINATION AND EVALUATION DIVISION
DEPARTMENT OF POLYTECHNIC EDUCATION
(MINISTRY OF HIGHER EDUCATION)

COMMERCE DEPARTMENT

FINAL EXAMINATION
DECEMBER 2011 SESSION

P4123 : HUMAN RESOURCE MANAGEMENT

DATE : 25 APRIL 2012 (WEDNESDAY)
DURATION : 2 HOURS (11.15 AM – 1.15 PM)

This paper consists of **THREE (3)** pages including the front page.
Essay (4 questions – answer ALL)

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THE CHIEF INVIGILATOR

ESSAY (100 marks)

Instruction: This section consists of **FOUR (4)** essay questions. Answer **ALL** questions.

QUESTION 1

- a) What is training? (3 marks)
- b) There are several methods of conducting training. Briefly explain **FOUR (4)** methods for conducting training. (12 marks)
- c) How to increase the value of internships. (10 marks)

QUESTION 2

- a) How an effective compensation management does help an organization to achieve its strategic objectives? (15 marks)
- b) Incentive systems exist in majority of jobs. Discussed the most common incentives given to the employees. (10 marks)

QUESTION 3

- a) Define 'grievance'. (4 marks)
- b) List down any **FIVE (5)** factors that lead to grievance. (5 marks)
- c) Explain any **FOUR (4)** advantages for the company that applies grievance procedure efficiently. (6 marks)
- d) Briefly explain any **FIVE (5)** approaches to be taken by a manager in managing grievance. (10 marks)

QUESTION 4

- a) Differentiate between safety and health. (5 marks)
- b) If you were given the responsibility to promote a safe working culture in the workplace, what are the **FIVE (5)** steps that you will take (10 marks)
- c) Explain **FIVE (5)** ways to reduce stress at work. (10 marks)