

## ESSAY (100 marks)

## INSTRUCTION:

This section consists of **FOUR (4)** essay questions.

Answer **ALL** questions.

## QUESTION 1

- a) Distinguish job enlargement and job enrichment. [CLO1:C3]  
(5 marks)
- b) Explain how job analysis provides useful information in recruitment, selection, compensation, and performance appraisal. [CLO1:C2]  
(8 marks)
- c) Explain **FOUR (4)** methods in conducting job analysis process. [CLO1:C2]  
(12 marks)

## QUESTION 2

- (a) List **FOUR (4)** contents which should be included in orientation/induction? [CLO3:C1]  
(4 marks)
- (b) Explain **THREE (3)** importance of orientation / induction to be carried out in the organization [CLO3:C2]  
(6 marks)
- (c) Describe **FIVE (5)** importance of training and development program for the organization [CLO3:C3]  
(15 marks)

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

COMMERCE DEPARTMENT

FINAL EXAMINATION

JUNE 2012 SESSION

**PB501: HUMAN RESOURCE MANAGEMENT**

**DATE : 20 NOVEMBER 2012 (TUESDAY)**  
**DURATION : 2 HOURS (11.15AM – 1.15PM)**

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

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**THE CHIEF INVIGILATOR**

(The CLO stated is for lectures reference only)

**QUESTION 3**

Employee remuneration systems consist of a combination of wages, benefits and rewards.

- (a) Describe **SIX (6)** characteristics of a benefit package which is likely to be attractive to employees. [CLO2:C2]  
(6 marks)
- (b) Classify **FIVE (5)** gazetted paid leaves / statutory benefits that must be provided by employers to employees? [CLO2:C3]  
(10 marks)
- (c) Typically, there are **THREE (3)** non-statutory benefits that could be offered to Malaysian employees. Briefly describe all of them. [CLO2:C3]  
(9 marks)

**QUESTION 4**

Industrial action usually occurs when members of a trade union are involved in a dispute with their employer and that it cannot be resolved by negotiation. The trade union will ask its members whether they wish to take action over the dispute.

- (a) Briefly explain **TWO (2)** main methods for settling industrial dispute. Discuss. [CLO2:C2]  
(10 marks)
- (b) Based on Malaysian law, explain **TWO (2)** industrial actions that could be used by employees and **ONE (1)** that may be used by employers? [CLO2:C2]  
(12 marks)
- (c) List **THREE (3)** types of strikes. [CLO2:C1]  
(3 marks)