



UPNM

National Defence University of Malaysia

Kewajipan • Maruah • Integriti

NATIONAL DEFENCE UNIVERSITY OF MALAYSIA

SUNGAI BESI CAMP

57000 KUALA LUMPUR

FINAL EXAMINATION

DEGREE PROGRAMME

SEMESTER I ACADEMIC SESSION 2024/2025

COURSE : HUMAN RESOURCE MANAGEMENT

COURSE CODE : DMM 3953

DURATION : 2 HOURS 30 MINUTES

**PROGRAMME : ZP47, ZP45
CODE**

**INSTRUCTION :
ANSWER ALL QUESTIONS.**

**THIS QUESTION PAPER CONTAINS FIVE (5) PAGES
INCLUDING THIS PAGE**

COURSE LEARNING OUTCOME

CLO1	Identify the basic concepts and principles of human resource management.	PLO1
CLO2	Discuss staffing activities, career development and performance management.	PLO2
CLO3	Describe the key processes in managing human resources and propose creative and innovative solutions.	PLO3

ANSWER ALL QUESTIONS

QUESTION 1 (25 MARKS)

A hazard is any source of potential damage, harm or adverse health effects on something or someone.

- a. **List SIX (6)** types of hazards.

(CLO1: PLO1 - 6 marks)

- b. **Give** examples of **SEVEN (7)** hazards that commonly occur in the workplace.

(CLO1: PLO1 - 7 marks)

- c. **Explain FOUR (4)** ways how to reduce the risk of accidents and create a safer office environment.

(CLO2: PLO2 - 12 marks)

QUESTION 2 (25 MARKS)

Productivity in the workplace determines the efficiency with which tasks and goals are achieved in an organization.

- a. **Differentiate** the meaning of productivity of the public sector with the private sector.

(CLO2: PLO2 - 6 marks)

- b. **Differentiate THREE (3)** the concept of productivity between the public and private sectors based on goals and operational frameworks.

(CLO2: PLO2 - 9 marks)

- c. **Describe FIVE (5)** causes of low productivity at workplace.

(CLO2: PLO2 - 10 marks)

QUESTION 3 (25 MARKS)

Employers have a significant responsibility to manage grievances, redundancies, and retrenchments effectively to maintain a fair and productive workplace.

a. **Define** the terms below:

- i. Grievance
- ii. Redundancy
- iii. Retrenchment

(CLO1: PLO1 - 6 marks)

b. **List FOUR (4)** best practices for grievance handling.

(CLO2: PLO2 - 4 marks)

c. **Discuss FIVE (5)** strategies for avoiding redundancy in organizations.

(CLO2: PLO2 - 15 marks)

QUESTION 4 (25 MARKS)

Industrial relations is concerned with how managements and trade unions relate to one another in concluding collective agreements, collective bargaining, disputes resolution and dealing with issues concerning the employment relationship and the working environment (Armstrong & Taylor, 2023).

- a. **Give** the definition of Trade Unions according to the Trade Unions Act 1959.

(CLO1: PLO1 - 4 marks)

- b. **List TREE (3)** the types of Unions. **Give** a suitable example.

(CLO1: PLO1 - 9 marks)

- c. **Determine FOUR (4)** reasons why workers need to join trade unions.

(CLO2: PLO2 - 12 marks)

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