



STAMFORD COLLEGE

SCHOOL OF BUSINESS

DIPLOMA IN CORPORATE ADMINISTRATION (SEMESTER 2)

DCA 107: HUMAN RESOURCE MANAGEMENT

Date : 9 October 2006 (Monday)

Time : 2.00 pm – 4.00 pm

Duration: 2 hours

Instructions to Candidates

Question 1 in Section A is compulsory. Answer TWO out of FOUR questions in Section B.

Please ensure that this examination paper contains FIVE questions on ONE printed page before you start the examination.

Books, papers and other written materials are not allowed to be brought into the examination hall. A candidate who violates the examination rules of Stamford College or commits a malpractice will be disqualified from the examination.

Write your Examination Index Number on each page of your answer booklet.

SECTION A**Question 1 (Compulsory)**

Explain the FIVE functions of Human Resource Management in an organisation and provide relevant examples to support your answer.

(Total = 10 marks)

SECTION B

Answer TWO out of FOUR questions.

Question 2

- a) Differentiate between “recruitment” and “selection”. (5 marks)
- b) List and explain FOUR external methods of recruitment. (12 marks)
- c) List any THREE reasons for an organisation to look beyond itself to find employees, particularly when expanding its workforce. (3 marks)

(Total = 20 marks)

Question 3

- (a) Discuss any FIVE methods of performance appraisal that an organisation could practise at the workplace. (10 marks)
- (b) Briefly explain FIVE problems of performance appraisal. (10 marks)

(Total = 20 marks)

Question 4

- (a) Briefly explain THREE sources of conflict. (6 marks)
- (b) Discuss FOUR types of training. (12 marks)
- (c) Explain the LIFO method of redundancy. (2 marks)

(Total = 20 marks)

Question 5

- (a) What is employee compensation? (2 marks)
- (b) Explain the differences between “fixed salary” and “pay for performance”. (5 marks)
- (c) List the TWO types of “pay for performance” plans. (1 mark)
- (d) Describe the steps you would take to ensure an effective incentive plan in an organisation. (12 marks)

(Total = 20 marks)

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- END OF PAPER -