



STAMFORD COLLEGE

SCHOOL OF SECRETARIAL AND ADMINISTRATIVE STUDIES

DIPLOMA IN EXECUTIVE SECRETARYSHIP (SEMESTER 5)

DES 2202: HUMAN RESOURCE MANAGEMENT I

Date : 21 May 2008 (Wednesday)

Time : 9.30 AM – 11.30 AM

Duration: 2 hours

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EDUCATION BEYOND BORDERS

Instructions to Candidates

Question 1 from 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)**

- (a) Distinguish between job description and job specification. (4 marks)
- (b) Explain the FOUR methods of collecting Job Analysis information. (6 marks)
- (Total = 10 marks)

SECTION B

Answer TWO out of FOUR questions.

Question 2

- (a) Identify FOUR sections commonly included in written job descriptions. (8 marks)
- (b) Explain the SIX external methods of recruitment. (12 marks)
- (Total = 20 marks)

Question 3

Discuss FIVE categories of employment tests used as a part of the procedure in making selection decisions.

(Total = 20 marks)

Question 4

- (a) Explain the TWO types of work group. (12 marks)
- (b) Describe FOUR potential advantages of smaller groups. (8 marks)
- (Total = 20 marks)

Question 5

- (a) Explain FIVE major styles of conflict management. (10 marks)
- (b) Describe FIVE techniques for managing intergroup conflict. (10 marks)
- (Total = 20 marks)

– END OF PAPER –