UNIVERSITI UTARA MALAYSIA

FINAL EXAMINATION
FIRST SEMESTER 2008/2009 SESSION

<table>
<thead>
<tr>
<th>CODE/COURSE</th>
<th>GDU3163 HUMAN RESOURCE MANAGEMENT IN SPORTS AND RECREATION</th>
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<tbody>
<tr>
<td>DATE</td>
<td>26th NOVEMBER 2008</td>
</tr>
<tr>
<td>TIME</td>
<td>9.00 – 11.30 AM (2 ½ HOURS)</td>
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<td>VENUE</td>
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INSTRUCTIONS:
1. This exam paper contains TWO (2) sections, Section A and Section B in SEVEN (7) printed pages, excluding the cover page.
2. Section A contains ELEVEN (11) structured questions. Section B contains TWO (2) essay questions. You are required to answer ALL the questions.
3. Answer Section A on the exam paper and Section B on the answer sheets provided.
4. You are NOT ALLOWED to remove the exam paper from the examination hall.

MATRIC NO.:                      (in words) | (in figures)

IDENTITY CARD NO.:              

LECTURER: EN. MOHD ROSLI BIN A. RAHMAN

GROUP: A   TABLE NO.: 

DO NOT OPEN THE PAGE UNTIL YOU ARE TOLD TO DO SO

CONFIDENTIAL
SECTION A (60 marks)

INSTRUCTIONS:
Answer ALL questions.

1 Define briefly the key terms below.
   (i) Human Resource Management

   (ii) Human Services

   (iii) Volunteering Professionals

   (iv) Altruism

   (v) Professional Volunteers

(10 marks)
2 What do individuals seek through their participation in voluntary work?

(i) 

(ii) 

(iii) 

(3 marks)

3 State FOUR (4) characteristics of a profession.

(i) 

(ii) 

(iii) 

(iv) 

(4 marks)

4 Explain briefly the needs for volunteerism.


(3 marks)
5 Explain briefly the characteristics of professionalism in the occupations within sports and recreation services.

(i) 

(ii) 

(iii) 

(6 marks)

6 Explain the attitudes of participants who participate in sports and physical activities.

(i) 

(ii) 

(iii) 

(6 marks)

7 List TWO (2) examples that illustrate the difference between personality as a trait and as a state.

(2 marks)
8 Complete the following dimensions of Maslow’s Needs Hierarchy.

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<th>Need Dimensions</th>
<th>Description</th>
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<td>Self-actualization</td>
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<td>Physiological needs</td>
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(8 marks)

9 (a) Define the concept of job satisfaction.

______________________________________________________________________________

______________________________________________________________________________

(2 marks)
(b) Briefly describe the Herzberg’s Two-Factor Theory which associated with job satisfaction among workers.

(5 marks)

10 What are the intrinsic and extrinsic factors that associated with your feelings when you have completed a course or a task?

(5 marks)

11 Briefly explain the phrases below.

(i) Decision making as a cognitive process.

(3 marks)
(ii) Decision making as a social process.

(3 marks)
SECTION B (40 marks)

INSTRUCTIONS:
Answer ALL questions.

1 Identify and explain the competencies of an effective sports manager. Provide an example for each competency. (20 marks)

2 Discuss the advantages and disadvantages of members’ participation in leadership and decision making in sports and recreation management. (20 marks)

END OF EXAM PAPER