# UNIVERSITI UTARA MALAYSIA

## PEPERIKSAAN AKHIR

### PROGRAM SISWAZAH

### SEMESTER MEI, SESI 1999/2000

<table>
<thead>
<tr>
<th>KOD KURSUS</th>
<th>PM 5023 HUMAN RESOURCE MANAGEMENT</th>
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<tr>
<td>TARIKH</td>
<td>21 SEPTEMBER 1999</td>
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<tr>
<td>MASA</td>
<td>6.00 – 7.30 MALAM (BAHAGIAN A)</td>
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<td>TEMPAT</td>
<td>DS 1 - SEKOLAH SISWAZAH</td>
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## ARAHAN

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<th>NO. MATRIK</th>
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<td>NO. KAD PENGENALAN</td>
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<tr>
<td>NAMA PENSYARAH</td>
<td>PROF. DR. ZAKARIA BIN ISMAIL</td>
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**JANGAN BUKA SOALANINI SEHINGGA DIBERI ARAHAN**
UNIVERSITI UTARA MALAYSIA
GRADUATE SCHOOL OF MANAGEMENT

Final Examination
Semester 1, 1999/2000 Session

Date: 21 September, 1999  Time: 6.00 p.m. to 9.00 p.m.

Instruction: Answer questions ONE, TWO AND THREE

PART A (Time 6.00 p.m. to 7.30 p.m.)

Question ONE: Global Human Resource Management
(Answer two questions only)

a. What is an expatriate? What specific characteristics are important when selecting an individual for an overseas assignment? If you were planning for a career in international management, what steps would you take to prepare yourself for overseas assignments?
b. What is meant by culture shock? When does it occur? What might be some problems faced by a Malaysian manager working in a subsidiary of a Malaysian-based company in the Ho Chi Min City, Vietnam?
c. As an international human resource manager, you are asked by your boss to explain why so many of your company’s expatriates fail in their overseas assignments and to suggest what can the company do to avoid such failures? How do you respond?

Question TWO: Employee-Management Relations
(Answer one question only)

a. Describe the major characteristics of industrial relation system in Malaysia. What are the objectives (agendas) of each of the parties (the government, the employer and the union) involved?
b. What is misconduct? Give examples of minor and major misconduct. As a manager of human resources, what steps can you take if your employees are found to commit a minor misconduct and a major misconduct?