

**FINAL**

**ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : April 2021

Programme : Diploma In Business Management (DBM)

Course : **WHRM2100: Human Resource Management**

Date of Examination :

Time Start : August 1, 2021 (Sunday) @ 8:00 am

Time End : August 2, 2021 (Monday) @ 8:00 am

Duration : 24 Hours

**Special Instructions :**

This paper consists of **THREE (3)** short case studies. Answer **all FIVE (5)** essay questions.

Material permitted : NIL

Materials provided : NIL

Examiner(s) : **Claudine Shalani Kenel, Dr. Sethela June**

Chief Moderator : Ihsan Mahmood

*This paper consists of 6 printed pages, including the cover page*

DIPLOMA IN BUSINESS MANAGEMENT (DBM)  
**WHRM2100: HUMAN RESOURCE MANAGEMENT**  
 FINAL ALTERNATIVE ASSESSMENT: APRIL 2021 SESSION

<b>Semester</b>	APR2021	<b>Module Code</b>	<b>WHRM 2100</b>
<b>Module Title</b>	<b>Human Resource Management</b>		
<b>Coursework Structure</b>	FINAL Take-Home Assignment	<b>Assignment Weighting</b>	40%
<b>Assignment Title</b>	Essay		
<b>Coursework Submission Deadline</b>	Date: Time: <b>(24hours)</b> Method: Safe Assign via Blackboard		

<b>Assessment Criteria</b>
<b>Learning Outcomes: Knowledge and Understanding tested in this assignment:</b>
CLO1: Apply the various roles and importance of human resource management in an organization. (PLO1/C3) CLO2: Analyse key human resource functions and processes for a business organization. (PLO2/C4) CLO3: Justify important trends that influence the role of human resource management. (PLO11/A3)

<b>Instructions for students please read and follow</b>
<b>If anyone found to not adhere to these instructions will be penalized</b>
<ol style="list-style-type: none"> <li>1. You have exactly <b>24 hours to solve the exam</b>. The exam starts now – <b>8.00am (1 August 2021) and ends at 8.00am (2 August 2021)</b>. Your answer should be <b>uploaded to the final exam assessment safe-assign folder by 8.00am (2 August 2021)</b>.</li> <li>2. <b>ABSOLUTELY NO EXTENSIONS</b>. Late submission will be subjected to a <b>marks deduction of 50%</b>.</li> <li>3. The exam <b>MUST</b> be taken completely alone. Any discussion among classmates or other students in the course or senior course mates who have completed this course is forbidden.</li> <li>4. You may <b>NOT</b> consult any external resources. This means <b>NO</b> Internet searches, materials from other classes or books or any notes you have taken in other classes etc. You <b>MAY NOT</b> use Google or any other search engines for any reason. You <b>MAY NOT</b> use any shared Google documents.</li> <li>5. Any source taken from books, notes etc <b>HAS TO BE CITED</b> with referencing, <b>DO NOT COPY AND PASTE</b> but write in your own understanding and paraphrase.</li> <li>6. <b>PARAPHRASING TOOLS are NOT ALLOWED</b>, any answers detected using <b>PARAPHRASING TOOL</b> will be automatically awarded 0 marks.</li> <li>7. Answer Format <ul style="list-style-type: none"> <li>• Your answers <b>MUST BE TYPED using Microsoft Words</b>. Your answers should be arranged in sequence (starting with Q1a,Q1b, Q2, etc.) and labelled properly.</li> <li>• Your answer should adopt the format of an academic piece of report work. Write in fluent, formal English.</li> </ul> </li> </ol>

- You are required to produce your answers within the required word counts as stated at every question.

8. Additional requirement to the overall answer presentation

- a. Student ID Number on each page (Header).
- b. Page number on each page (Footer)
- c. Font type: Arial
- d. Font size: 12
- e. Line spacing: 1.5

9. SafeAssign

- a. You are required and given **ONE (1)** attempt to submit your work to SafeAssign via Blackboard. The similarity should not exceed **25%**.
- b. Should the similarity exceeded 25%, a penalty will be imposed as per the below measurement:
  - 0%-25% -- no penalty
  - 26%-50% --30% deduction from total grading
  - 51%-80% -- 50% deduction from total grading
- c. **PLEASE TAKE NOTE:** Only **Microsoft Word Document File Format is ACCEPTED**. Any other FORMAT UPLOADED WILL NOT BE MARKED!

10. Marking is based on the **QUALITY** of your answers the more **UNIQUE/CREATIVE/ORIGINAL** your answer is the **BETTER YOU SCORE!**

11. **NO REQUEST** of help or a second chance **will be entertained** IF PLAGIARISM RATE is MORE THAN 25%. Automatically marks WILL BE DEDUCTED.

**The title of the assignment:** Essay on Human Resource Management

The essay tests your insights and in-depth understanding of HRM issues as covered in the module.

**Instructions:** This assignment consists of **THREE (3)** short case studies. Answer **all FIVE (5)** essay questions.

### **Case Study Scenario 1**

AA Paper Company. is a small-medium size organisation specialising in selling materials and paper. The employees in the organisation are mostly Sales and marketing representatives, Administrative staff and Finance staff. There are 100 employees working in AA Paper Company currently.

You have been working at AA Paper Company as a Senior Manager in the Human Resource (HR) Department for 5 years. Your immediate superior, the HR Manager, Jessica Ang is 70 years old this year, and she is from the Baby Boomers generation.

Throughout the 5 years, you observe there are a lot of HR matters that you would like to suggest for changes. However, as you were new at that time, you did not take any actions but continue to observe in order to collect more information to justify your recommendations later. For example, your superior, Jessica Ang still insist of advertising in local newspapers only when doing recruitment exercise. As a result, most of the recruitment exercises could not attract fresh graduates or young potential candidates. She also displays a 'not-really' friendly attitude while communicating with the young generation, especially Generation Y. To make the matter worse, Jessica disallows the young generation to seek clarifications on certain HR matters.

Besides, while you are checking the personal files of the employees, you discovered that not all the employees have the Job Description (JD) and Job Specification (JS) filed accordingly. To verify, you spoke to some of the employees to confirm your observation. Almost 70% of the employee's feedback that they have not seen their own JD or JS before. As such, you figure that perhaps it is time to conduct a Job Analysis exercise.

### **Question 1**

Discuss **FIVE (5)** trends that affected the practice of Human Resource Management (HRM) throughout the years at AA Paper Company Justify your discussion with valid examples applicable in the case.

**Your answer should not be more than 800 words.**

**(25 marks)**

**Case Study Scenario 2**

You are the HR Manager for Intel Corporation an electronics company. Recently there was an increase in the number of fraud cases in the company. Managers detected employees were providing fake certificates as well as fake job experiences to join the company.

The performance and productivity of the company have been decreasing. Many employees are underperforming and are not achieving the targets or productivity level set by the organization. In addition, some of the employees were also accused by clients to have been in an intoxicated state during client meetings which has caused severe damage to the company's image.

As the HR Manager in the company, you were called for an emergency meeting to address this issue. In the meeting, the Vice President requested for the HR department to conduct an appropriate investigation to understand what is the root cause of the problem.

In addition, the Vice President also requested for HR to plan a proper training program for these employees that are underperforming to help them develop and their skills and improve themselves.

**Question 2**

a) Suggest **THREE (3)** suitable training methods that you will introduce to ensure Intel Corporation employees are able to develop their skills and improve themselves. Your explanation should be supported by relevant examples and points from the case scenario. **Your answer should not be more than 400 words.**

**(9 marks)**

b) Suggest any **FOUR (4)** suitable background checking process that you will use to avoid similar problems from recurring. Your explanation should be supported by relevant examples and points from the case scenario. **Your answer should not be more than 600 words.**

**(16 marks)**

**Case Study Scenario 3**

The Human Resource (HR) Director in Malaysian Petroleum Resources Corporation received some informal feedback that most of the Department Directors are expressing their dissatisfaction during the annual performance appraisal. Most of the Department Directors are having the opinion that the performance appraisal method used by the company is not suitable.

As a HR Director, you are well aware that the current situation is not healthy in the organisation. Hence, you are considering a few ways to improve the performance appraisal method used in the organisation. In order to this, you need the suggestion and ideas from the Department Directors.

At the same time, the HR Manager also feedbacks to the team that quite a significant number of employees express their grievances for the past two weeks. These employees expressed their

dissatisfaction saying that the salary that they received is way much lower as compared to the market. Your HR Manager suggested to conduct a survey to establish a competitive market pay plan.

After much consideration, the top management requested for the HR Manager to put on hold the survey. They explained to the HR Manager that the team should understand first the factors that influence the salary structure currently practised in the organisation.

**Question 3**

a) As a Department Director, communicate via email to the HR Director explaining any **FIVE (5)** suitable Performance Appraising Methods that will improve the current situation in Malaysian Petroleum Resources. **Your answer should not be more than 800 words.**

**(25 marks)**

b) As a Human Resource Director, communicate via email to your HR team to ensure their clear understanding of **FIVE (5)** factors influencing the salary structure of an organization. **Your answer should not be more than 800 words.**

**(25 marks)**

**- The End -**

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