

**FINAL
ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session	:	<u>April 2020</u>
Programme	:	<u>Diploma in Business (DIB) Diploma In Finance (DIF)</u>
Course	:	<u>HRM2100: Fundamentals of Human Resource Management</u>
Date of Examination	:	
Time Start	:	<u>August 6, 2020 (Thursday) @ 10.00am</u>
Time End	:	<u>August 7, 2020 (Friday) @ 10.00am</u>
Duration	:	<u>24 Hours</u>
Special Instructions	:	
		<u>Answer ALL FOUR (4) questions.</u>
Materials permitted	:	<u>Nil</u>
Materials provided	:	<u>Nil</u>
Examiner(s)	:	<u>Claudine Shalini, Ng Huey Miin, and Vasanthakumar and Mohd Saidi Bin Abdul Syarif</u>
Chief Moderator	:	<u>Ihsan Mahmood</u>

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
 DIPLOMA IN FINANCE PROGRAMME (DIF)
 FUNDAMENTAL HUMAN RESOURCE MANAGEMENT
 FINAL ALTERNATIVE ASSESSMENT: APRIL 2020 SESSION

Semester	April 2020	Module Code	HRM 2100
Module Title	Fundamental Human Resource Management		
Coursework Structure	Final Take Home Assignment	Assignment Weighting	40%
Assignment Title	Essay		
Coursework Submission Deadline	Date: Time: (24hours) Method: Safe Assign via Blackboard		

Assessment Criteria
Learning Outcomes: Knowledge and Understanding tested in this assignment:
<ul style="list-style-type: none"> • Recognise the importance of HRM and trends affecting HRM • Discuss the key functions in HRM – Human Resource Planning, Recruitment and Selection, Job Analysis, Performance Management, Compensation and Benefits, Training and Development and Industrial • Explain the various HR functions in an organization by analysing the applications and impact.

Instructions for students please read and follow
If anyone found to not adhere to this instructions will be penalized
<p>1. You have exactly 24 hours to solve the exam. The exam starts now – 10am (6th August 2020) and ends at 10am (7th August 2020). Your answer should be uploaded to the final exam assessment safe assign folder by 10 am (7th August 2020)</p> <p>2. ABSOLUTELY NO EXTENSIONS. Late submission will be will be subjected to a marks deduction of 50%.</p> <p>3. The exam MUST 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.</p> <p>4. You may NOT consult any external resources. This means NO Internet searches, materials from other classes or books or any notes you have taken in other classes etc. You MAY NOT use Google or any other search engines for any reason. You MAY NOT use any shared Google documents.</p> <p>5. Any source taken from books, notes etc HAS TO BE CITED with referencing, DO NOT COPY AND PASTE but write in your own understanding and paraphrase.</p> <p>6. PARAPHRASING TOOLS are NOT ALLOWED, any answers detected using PARAPHRASING TOOL will be automatically awarded 0 marks.</p>

7. Answer Format

- Your answers **MUST BE TYPED using Microsoft Words**. Your answers should be arranged in sequence (starting with Q1a,Q1b, Q2, etc.) and labelled properly.
- Your answer should adopt the format of an academic piece of report work. Write in fluent, formal English.
- 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%, penalty will be imposed as per 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 **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 Fundamentals of 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 **4 Case Study (6)** essay questions. Answer **ALL** questions.

Case Study Scenario 1

ZTF Sdn. Bhd. is a small-medium size organisation specialising in selling tools and equipment in dentistry clinics. The employees in the organisation are mostly Sales and marketing representatives, Administrative staff and Finance staff. There are 50 employees working in ZTF Sd. Bhd. currently. You have been working ZTF Sdn Bhd as a Senior Executive in the Human Resource (HR) Department for 2.5 years. Your immediate superior, the HR Manager, Melinda Ma is 56 years old this year, and she is from the Baby Boomers generation.

Throughout the 2.5 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, Melinda 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 the Generation Y. To make the matter worse, Melinda disallows the young generation to seek for clarifications on certain HR matters.

Assignment Brief

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 employees 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

Question 1

- (a) You are required to discuss **FIVE (5)** trends that affected the practice of Human Resource Management (HRM) throughout the years. Justify your discussion with valid examples applicable in the case. **Your answer should not be more than 700 words.** (15 marks)
- (b) You are required to discuss **FIVE (5)** nature of Job Analysis factors that should be considered when designing a job. Provide suitable examples in your discussion which are applicable in the case mentioned above. **Your answer should not be more than 500 words.** (10 marks)
- (Total: 25 marks)**

Case Study Scenario 2

Digi Telcommunications Sdn Bhd is a telecommunications company that provides telco services. Recently due to the impact of COVID-19 it was found that their customer service employees were having a high volume of calls to attend to.

As the Malaysian government issued the Restricted Movement Lockdown from 18th of March, many Digi customers who were working from home were facing issues with their internet connection services as well as network coverage.

Hence due to this they started calling in the customer service hotline and this caused a flood gate increase in number of calls for the customer service department of Digi. As a HR Manager for Digi Telcommunications Sdn Bhd, you are required to come up with an action plan.

In addition the company also realized that the most of the customer service employees are not really competent. As the HR Manager you are required to do an investigation to identify the reasons of why this has happened. Was there any issues during recruitment and selection of employees

Question 2

(a) You are required to discuss **FIVE (5)** suitable training program for Digi's customer service employees that are working from home. Justify your discussion with valid examples applicable in the case. **Your answer should not be more than 800 words.**

(25 marks)

(b) You are required to discuss **FIVE (5)** suitable selection test to identify the best employees to work as customer service at Digi. Provide suitable examples in your discussion which are applicable in the case mentioned above. **Your answer should not be more than 800 words.**

(25 marks)

(Total: 50 marks)

Case Study Scenario 3

You are the Human Resource (HR) Director in Petronas Corporation. Your company just completed the performance review cycle and you have been receiving informal feedback that most employees are dissatisfaction with the execution of their annual performance appraisal. Most of the employees are having the opinion that the yearly exercise of performance appraisal is just a ritual and it is not taken seriously by their managers.

As a HR Director, you are well aware that the current situation is not healthy in the organisation. Hence, you are now considering a way to send the correct steps to ensure that managers understand the importance of performance appraisal to the organisation. You know that you need to convince the managers because they are the middle line management which deals directly to the First Line managers.

At the same time, your HR Manager feedback to you that quite a significant number of employees are leaving the company. These employees that have left the company expressed in their exit interview their

dissatisfaction saying that the salary that they received is way much lower as compared to the market. This serious issue was also brought up by the top management during the management meeting recently. As you are the HR Director you were instructed by the top management to investigate and identify the root cause of this problem.

Question 3

- (a) As a HR Director, you are to write an email to all the managers. In your email, you need to explain to the managers on **FOUR (4)** importance of performance appraisal to the organisation. Provide suitable examples to convince the managers. **Your answer should not be more than 700 words.**

(16 marks)

- (b) As a HR Director, draft an email to your top management, explain with valid examples why employees are unhappy with their salary using **THREE (3)** factors that determine the salary structure of an organisation. **Your answer should not be more than 400 words.**

(9 marks)

(Total 25 marks)

≈ **The End** ≈

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