

FINAL ALTERNATIVE ASSESSMENT

(COVER PAGE)

Session	:	January 2021
Programme	:	Diploma in Business (DIB) Diploma in Marketing (DMKT) Diploma In Finance (DIF) Diploma In Entrepreneurship (DENT) Diploma In Accounting (DIAN)
Course	:	HRM2100: Fundamentals of Human Resource Management
Date of Examination	:	
Time Start	:	March 13, 2021 (Saturday) @ 10.00am
Time End	:	March 14m 2021 (Sunday) @ 10.00am
Duration	:	24 Hours
Special Instructions	:	
Answer ALL FOUR (4) questions.		
Materials permitted	:	Nil
Materials provided	:	Nil
Examiner(s)	:	Claudine Shalini, Ng Huey Miin and Vasanthakumar Gunasakaran
Chief Moderator	:	Ihsan Mahmood

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
 DIPLOMA IN MARKETING PROGRAMME (DMKT)
 DIPLOMA IN FINANCE PROGRAMME (DIF)
 DIPLOMA IN ENTREPRENEURSHIP PROGRAMME (DENT)
 DIPLOMA IN ACCOUNTING PROGRAMME (DIAN)
 HRM2100: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT
 FINAL ALTERNATIVE ASSESSMENT: JANUARY 2021 SESSION

Semester	January 2021	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: 14 th February, 2021 (Sunday) at 10.00am Time: (24hours) Method: Safe Assign via Blackboard		

Assessment Criteria
Learning Outcomes: Knowledge and Understanding tested in this assignment:
<ul style="list-style-type: none"> • CLO1: Demonstrate independent learning in the aspect of HRM impact on business and organization [A3, PLO9] • CLO2: Explain on the concepts related to HR Roles, job analysis, HR planning and Forecasting [C2, PLO1] • CLO3: Discuss the theories and processes of Human Resource Management in organization [C2, PLO1] • CLO4: Work in a team to propose recommendations based on the analysis of HR issues faced by business organization [A3, PLO8]

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 (13th March 2021) and ends at 10am (14th March 2020). Your answer should be uploaded to the final exam assessment safe assign folder by 10 am (14th March 2021)</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>

Assignment Brief

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.

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.

6. **PARAPHRASING TOOLS are NOT ALLOWED**, any answers detected using PARAPHRASING TOOL will be automatically awarded 0 marks.

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 **3 Case Study (6)** essay questions. Answer **ALL** questions.

Case Study Scenario 1

FC Express is a courier service company. This company was established in the year 2018. The business of the company covers the all the states in the peninsular as well Sabah and Sarawak. All these while, FC Express is well known for its fast delivery with reasonable delivery charges.

For the past one year, the business of FC Express sees a significant increase. Beginning from April 2020, the delivery services of FC Express received increase in demand. This is because many people choose to shop online in order to avoid going out due to the Covid 19 pandemic. The business gets even better during the Movement Control Order (MCO).

Due to the increase in business, some other problems arise. Many customers called to complain because of the late delivery. After receiving much complain, the Human Resource (HR) Department made an investigation. It is discovered that, FC Express is facing shortage of manpower in the hub and also the operation of delivery. As such, the HR of FC Express is now brainstorming on various ways to obtain additional manpower in order to solve this issue.

Question 1

(a) **As the Head of HR Department**, recommend **FIVE (5)** suitable selections tools for FC Express to select the best candidates to work in the organization. Justify your discussion with valid examples applicable to the case. **Your answer should not be more than 600 words.**

(15 marks)

(b) In addition, As the Head of HR Department, recommend **FIVE (5)** suitable types of interview for FC Express to select the best candidates to work in the organization. Justify your discussion with valid examples applicable to the case. **Your answer should not be more than 400 words.**

(10 marks)

(Total: 25 marks)

Case Study Scenario 2

Streamline Media Group is a company focused on gaming and creating interactive enterprise solutions. This company is focused on building various partnerships and building the gaming industry to new heights. Recently they discovered that their companies training modules needs to be revised as the modules as deemed obsolete due to the fast growing changes in technology in terms of programming, designing and developing games.

Their company has been actively hiring these days due to the increase in number of projects as well as business partnerships. They have recently hired 3D Animators, Gaming programmers and 3D Artists. As the HR Director of the company you need to revise the training modules to suit the current technology knowledge and application for these newly hired employees.

On top of that due to the covid-19 pandemic the company's original orientation program itinerary and modules are not suitable to be executed due to the government's new normal regulatory standard operating procedures (SOP). Due to this the HR Team has to brainstorm new ideas and plan out a new orientation program for these newly hired employees. The company is planning to go virtual and make the orientation program a fully online interactive program.

Question 2:

(a) Explain any **FOUR (4)** suitable types of training for these new employees that were recently hired by the company. Support your explanation with valid examples applicable to the case. **Your answer should not be more than 450 words.**

(12 marks)

(b) You are required to design a fully online orientation program using the **FOUR (4)** purpose of orientation. Support your explanation with valid examples applicable to the case. **Your answer should not be more than 550 words.**

(13 marks)

(Total: 25 marks)

Case Study Scenario 3

Harrison Hotel is a four Star Hotel located at the city centre of Singapore. The hotel started its operation since year 2008, and has been receiving various customers from all around the world. The hotel management is trying as hard as they could to provide excellent service to all its customers, hoping that the customers will return to stay in the hotel next time.

Recently, the Customer Service Department of the hotel received many complains from the customers. Most of the complaints are pointing to the Housekeeping Department and the Front Desk. The customers complaint that the Housekeeping is not doing proper cleaning work. On the other hand, the Front Desk staff is rather slow in checking in and checking out customers.

Since last month, the hotel suddenly received many resignations from the Housekeeping Department as well as the Front Desk. Due to this matter, the hotel faces shortage of manpower quite seriously. The Human Resource (HR) Department needs to solve these problems soonest possible before things get worse. Hence HR Department conducted their investigation to understand what is the problem that is causing all this.

After a month of investigation, it was found that employees are unhappy with their performance reviews as well as their salary and compensation packages. Employees feel that the managers are not really evaluating them based on their effort and hardwork. In addition, they feel that their salary compensation is quite low as compared to other competitors.

Question 3

- (a) As the Department Manager for the customer service, housekeeping and front desk department you are required to write an email to the HR Director. In your email, you need to suggest **FIVE (5)** suitable methods of performance appraisal. Provide suitable examples to **convince** the HR Director. **Your answer should not be more than 800 words.**
(25 marks)
- (b) As an employee of the customer service, housekeeping or front office department, you are required to draft an email to your HR Director, to suggest the **FIVE (5)** factors that needs to be considered when determining the salary structure of an organization. Support your explanation with relevant examples. **Your answer should not be more than 800 words.**
(25 marks)

(Total: 50 marks)

~The End~