

FINAL ALTERNATIVE ASSESSMENT

(COVER PAGE)

Session	:	April 2021
Programme	:	Diploma in Business (DIB) Diploma in Marketing (DMKT) Diploma in Finance (DIF) Diploma in Accounting (DIAN)
Course	:	HRM2100: Fundamentals of Human Resource Management
Date of Examination	:	
Time Start	:	July 26, 2021 (Monday) @ 8.00am
Time End	:	July 27, 2021 (Tuesday) @ 8.00am
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 and Helenah
Chief Moderator	:	Ihsan Mahmood

This paper consists of 5 printed pages, including the cover page

DIPLOMA IN BUSINESS (DIB)
DIPLOMA IN MARKETING (DMKT)
DIPLOMA IN FINANCE (DIF)
DIPLOMA IN ACCOUNTING (DIAN)

HRM2100: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT
FINAL ALTERNATIVE ASSESSMENT: APRIL 2021 SESSION

Semester	APR 2021	Module Code	HRM 2100
Module Title	Fundamental Human Resource Management		
Coursework Structure	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:

- 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

1. You have exactly **24 hours to solve the exam**. The exam starts now – **8am (26 July 2021) and ends at 8am (27 July 2021)**. Your answer should be **uploaded to the final exam assessment safe assign folder by 8am (27 July 2021)**.
2. **ABSOLUTELY NO EXTENSIONS**. Late submission will be will be subjected to a **marks deduction of 50%**.
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.
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.

Assignment Brief

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 (5)** essay questions. Answer **ALL** questions.

Case Study Scenario 1

Quebec International School (QIS) is one of the most famous international school in Canada. One of the long term plan of QIS is to set up a branch in Malaysia. The Board of Directors decided to set up the international school in Penang. QIS would offer education in primary and secondary levels.

After much discussion among the Human Resource (HR) personnel, the HR Director, Esther, decided to first recruit the forecasted workforce for teachers (for various subjects and levels), and programme co-ordinators. The HR Department used diversified recruitment methods in order to attract the potential candidates to apply for the vacancies. Some of the recruitment methods include, advertising in the local newspapers, posting vacancies at the QIS website, as well as through the recruitment agencies.

During the meeting with the HR personnel, the HR Director, Esther also reminded her staff to be extra careful while conducting selection interviews. Selection interviews should be carried out professionally. Regardless which methods are used during the interviews; the interviewers must be well prepared. Esther viewed that HR has the responsibilities to educate the interviewers to carry out proper selection interviews.

Question

- a) Discuss **FIVE (5)** suitable interview methods to be used in the selection of new employees for Quebec International School (QIS). Your answers should be justified with explanation and real life examples to support. **Your answer should not be more than 800 words. (25 marks)**

Case Study Scenario 2

Covid-19 has caused many companies to rethink the way business is run. From employees working environment to how customers are managed and services is provided.

This is especially evident in service related companies such as GSC Cinemas. GSC Cinemas around Malaysia are facing some new challenges of handling customers due to the Covid-19 pandemic. The industry had to come up with new methods of running their business and ensuring that the Standard Operating Procedure is met with the standards given by the Malaysian government.

The company had to come up with new policies on educating the public and their employees on the proper Standard Operating Procedures. In addition, new employees joining their organization were also required to undergo new training and orientation programs which meets the requirements set by the government. Recently the company had to also close down some of their outlets as their business was affected badly during the lockdown last year.

Question 2

- a) You are required to suggest **FIVE (5)** suitable types of training for all the employees in GSC Cinemas. Your answers should be justified with explanation and real life examples to support.
Your answer should not be more than 600 words. (15 marks)
- b) You are required to write an email proposal to the government for approval of a new Orientation Program for all the new employees joining GSC Cinemas. Using the **FOUR (4)** purpose of orientation support your answers with justification and real life examples.
Your answer should not be more than 400 words. (10 marks)

Case Study Scenario 3

You are working in Samsung Electronics Malaysia as the HR Director for the company. Today an employee came to meet you to discuss about his dissatisfaction on his performance appraisal rating. He is from the marketing department and he mentioned that his marketing manager Mr Chen has been unfairly rating him for 3 years now and he could not keep quite any longer. Listening to his explanation and the evidence he presented you decided to investigate on the matter to verify his complain and think of a proper corrective action.

Hence you called your HR Team for a meeting to update everyone on this serious matter. During the meeting one of the HR executive's mentioned that Mr Chen the marketing manager has shared with him personally about his dissatisfaction in terms of his salary and the company's compensation plan for his position. This could be one of the reason why he is not doing his responsibilities well. After hearing this from your HR executive you realize that you need to take action and do something about the compensation, wage and salary structure in the company as well since it has been quite some time since it was revised.

Question 3

- a) As a HR Director, write an email report on your findings to the Top Management. Explain and justify in your report using any **FIVE (5)** types of Performance Appraisal biasness or problems.
Your answer should not be more than 800 words. (25 marks)
- b) As a HR Director, write an email to the Top Management. In your email, explain with examples any **FIVE (5)** factors that may influence the salary structure of an organization.
Your answer should not be more than 800 words. (25 marks)

- The End -

hrm2100(f)/apr2021/formatted