

**FINAL  
ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session	:	<u><b>January 2022</b></u>
Programme	:	<u>Diploma In Business (DIB) Diploma In Accounting (DIAN) Diploma In Entrepreneurship (DENT) Diploma In Marketing (DMKT)</u>
Course	:	<u><b>HRM2100: Fundamentals of Human Resource Management</b></u>
Date of Examination	:	<u>March 7, 2022 (Monday)</u>
Time Start	:	<u>March 7, 2022 (Monday) @ 8.00am</u>
Time End	:	<u>March 8, 2022 (Tuesday) @ 8.00am</u>
Duration	:	<u>24 Hours</u>
<b>Special Instructions</b>	:	
<u>This assignment consists of <b>3 Case Study (6)</b> essay questions. Answer <b>ALL</b> questions.</u>		
Materials permitted	:	<u>Nil</u>
Materials provided	:	<u>Nil</u>
Examiner(s)	:	<u><b>Claudine Shalini, Ng Huey Miin, &amp; Anthea Matanjun</b></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 ACCOUNTING PROGRAMME (DIAN)  
 DIPLOMA IN ENTREPRENEURSHIP PROGRAMME (DENT)  
 DIPLOMA IN MARKETING PROGRAMME (DMKT)  
 HRM2100: FUNDAMENTALS OF HUMAN RESOURCE MANAGEMENT  
 FINAL ALTERNATIVE ASSESSMENT: JANUARY 2022 SESSION

<b>Semester</b>	JAN 2022	<b>Module Code</b>	HRM 2100
<b>Module Title</b>	Fundamental Human Resource Management		
<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		

#### 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 – **10am () and ends at 10am ()**. Your answer should be **uploaded to the final exam assessment safe assign folder by 10 am ()**
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 (6)** essay questions. Answer **ALL** questions.

### Case Study Scenario 1

Andy runs a Korean restaurant five years ago. The business in his restaurant was quite good as the food is tasty and the price is reasonable. Andy has around ten workers working in the restaurant. These workers consist of the chefs, waiters and waitresses, cashiers, and cleaners. Unfortunately, due to the pandemic outbreak, Andy has no choice but to terminate 80% of his staff during the lockdown. Before the restaurant could operate 100% as usual, Andy's businesses are mostly on food delivery and almost no dine in.

Today, the restaurants are allowed to have dine-in. Hence, Andy realized he needs to recruit and resume the previous workforce as business is catching up. Through the advertisement in the newspapers and social networking sites, many people applied for the vacancies in the restaurant. The applicants consist of both gender, and the age range is from 18 to 50 years old. Andy knows he needs to be mindful while selecting the suitable candidates for his restaurants. He wants to ensure that these potential staff are capable to work and could stay for at least one year or even longer.

#### **Question 1:**

- (a) Based on the scenario above, explain to Andy **THREE (3)** suitable selection tools for the vacancies in his restaurant. Provide suitable examples in your discussion which are applicable to the case mentioned above. **Your answers must not be more than 500 words.** **(15 marks)**
- (b) With suitable examples, describe to Andy **THREE (3)** suitable types of questions to be asked during the selection interview. Provide suitable examples in your discussion which are applicable to the case mentioned above **Your answers must not be more than 400 words.** **(10 marks)**

### Case Study Scenario 2

As a recruiter for INTEL PRODUCTS (M) SDN. BHD, your company is one of the world's largest semiconductor chip manufacturer service in United States. Being the Human Resource (HR) Manager of Intel, today you received a resignation letter from the Social Media Marketing Manager of the company.

As the HR Manager and the recruiter of the company it is your responsibility to identify candidates and find a new replacement for this Social Media Marketing Manager position. Within a week you successfully hired and now you are required to conduct new employee orientation as well as suitable trainings

To start your orientation and training programs, you need to first plan your training and development strategy in order to ensure a smooth new employee induction process. The manager of the marketing department has given you the requirements required for orientation as well as suitable list of trainings to be conducted for this Social Media Marketing Manager position

The Marketing manager is currently relying on you to provide this new staff the proper induction and training program to get this new staff to kick start their job role in this department.

**Question 2:**

- (a) You are required to suggest **FIVE (5)** suitable types of training for this new Social Media Marketing Manager recently hired by the company. Justify your discussion with valid examples applicable to the case. **Your answer should not be more than 500 words** (15 marks)
- (b) You are required to design a fully online orientation program using the **FOUR (4)** purpose of orientation factors. Provide suitable examples in your discussion which are applicable to the case mentioned above. **Your answer should not be more than 400 words** (10 marks)

**Case Study Scenario 3**

You are the Human Resource (HR) Manager for Dell Corporation, an electronics company. Recently there was an increase in the number of customer complaints about Dell's customer service employees. Customers contacted the top management to raise their dissatisfaction about these employees.

Some customers even posted their unhappy comments on Dell's Facebook page and Instagram page stating that Dell's customer service staff was rude and was incapable to solve issues related with their online orders and deliveries.

Upon investigation, you found out that the call centre employees are retaliating because they are not happy with the performance appraisal methods that are currently practiced by the company. Employees felt that the rating system used and the performance appraisal process is not professional. Managers are not taking these appraisal interviews seriously.

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 HR department to conduct appropriate interviews to understand what are the problems faced by the customer service employees in the company.

It was also brought to your attention during the meeting that the Managers are not happy with the company's compensation as well as employee care package program that they are offered. Hence why they are not taking the performance appraisal process seriously. These managers mentioned that the company did not make any effort on restructuring their compensation and rewards structure especially for employees whom are not able to perform their jobs due to the government's new normal regulatory standard operating procedures (SOP) in business operations.

**Question 3**

- (a) As a HR Manager, you are required to get your team to revamp the performance appraisal rating and suggest **FIVE (5)** suitable methods of performance appraisal that can be considered by Dell's management. Provide suitable examples in your discussion which are applicable to the case mentioned above. **Your answer should not be more than 800 words.** (25 marks)
- (b) As a HR Manager, 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. Provide suitable examples in your discussion which are applicable to the case mentioned above. **Your answer should not be more than 800 words** (25 marks)

**~THE END~**

*HRM2100 (F)/ January 2022 Session/ formatted*