KYPJ
KOLEJ YAYASAN
PELAJARAN JOHOR

KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION

COURSE NAME	:	TRAINING AND DEVELOPMENT
COURSE CODE	:	DHR2163
EXAMINATION	:	JUNE 2024
DURATION	:	3 HOURS

INSTRUCTION TO CANDIDATES
ARAHAN KEPADA CALON

1. This question paper consists of **TWO (2)** parts :
   *Kertas soalan ini mengandungi **DUA (2)** bahagian:*

   PART A (40 Marks)
   BAHAGIAN A (40 Markah)
   PART B (60 Marks)
   BAHAGIAN B (60 Markah)

2. Candidates are not allowed to bring any material to the examination room except with permission from the invigilator.
   Calon tidak dibenarkan untuk membawa sebarang bahan/nota ke bilik peperiksaan tanpa arahan/kebenaran daripada pengawas.

3. Please check to make sure that this examination pack consist of:
   Pastikan kertas soalan peperiksaan ini mengandungi:

   i. The Question Paper.
      Kertas Soalan.

   ii. An Objective Answer Paper.
       Kertas Jawapan Objektif.

   iii. An Answering Booklet.
        Buku Jawapan.

PART A / *BAHAGIAN A*

This part consists of **TWENTY (20)** questions.

Answer **ALL** in Objective Answer Paper.

*Bahagian ini mempunyai **DUA PULUH (20)** soalan.*

*Jawab **SEMUA** soalan pada Kertas Jawapan Objektif.*

1. _____ is help from the employer, employees can take time to learn how to use new technologies, develop their knowledge, and grow their competencies across different areas.

   A Training.

   B Development.

   C Internal training.

   D Career development.

   _____ *ialah bantuan daripada majikan. Pekerja mengambil masa untuk mempelajari cara menggunakan teknologi baharu, mengembangkan pengetahuan dan mengembangkan kecekapan mereka merentasi pelbagai bidang.*

   A *Latihan.*

   B *Pembangunan.*

   C *Latihan dalaman.*

   D *Pembangunan kerjaya.*

2. Why do employers need to provide training programs that are up-to-date and suitable for the employee's field?

   A Ensure strong employees work.

   B Increase untrained and skilled workers.

   C Meet the requirements of developing the organization.

   D Equipping employees with current knowledge and skills.

Mengapakah majikan perlu menyediakan program latihan yang terkini serta bersesuaian dengan bidang pekerja?

A Memastikan pekerja bersemangat untuk bekerja.

B Meningkatkan pekerja yang tidak terlatih dan mahir.

C Memenuhi syarat untuk mengembangkan organisasi.

D Melengkapkan pekerja dengan pengetahuan dan kemahiran semasa.

3. What are the impacts of organization training?

   A Greater customer satisfaction.

   B Organization attracts the best talent.

   C Helping employees identify organizational goals.

   D Provide a good atmosphere for learning, growth, and coordination.

   Apakah kesan latihan organisasi?

   A Kepuasan pelanggan yang lebih besar.

   B Organisasi menarik bakat terbaik.

   C Membantu pekerja mengenal pasti matlamat organisasi.

   D Menyediakan suasana pembelajaran, pertumbuhan, dan penyelarasan yang baik.

4. Firefighters are required to attend "Disaster Drill" training to increase speed and efficiency in the process of rescuing accident victims. What is the name of the training that the firefighter has attended?

   A Reminder training.

   B Procedural training.

   C Attitude change training.

   D Reflex development exercises.

Anggota bomba diwajibkan untuk menghadiri latihan "Disaster Drill" bagi meningkatkan kepantasan dan kecekapan dalam proses menyelamatkan mangsa kemalangan. Apakah nama latihan yang telah dihadiri oleh anggota bomba berkenaan?

A *Latihan peringatan.*

B *Latihan prosedur.*

C *Latihan perubahan sikap.*

D *Latihan pembangunan refleks*

5. Which of the following is **not** a type of training in Human Resource Management?

A Learning training.

B Refresher training.

C Orientation training.

D Training for promotion.

*Manakah antara berikut **bukan** jenis-jenis latihan dalam Pengurusan Sumber Manusia?*

A *Latihan pembelajaran.*

B *Latihan penyegaran.*

C *Latihan orientasi.*

D *Latihan untuk kenaikan pangkat.*

6. What is the appropriate method for measuring the efficiency and performance of employees after completing the training program?

A Review.

B Interview.

C Provide a feedback form.

D Check the employee's diary.

Apakah kaedah yang sesuai dalam mengukur kecekapan dan prestasi pekerja setelah tamat menjalankan program latihan?

A Tinjauan.

B Temu duga.

C Semak buku harian pekerja.

D Menyediakan borang maklum balas.

7. Why does an organization need to do a needs analysis for employees?

    A Analyze the data.

    B Designing training objectives.

    C Designing a training program.

    D Knowing the problems that exist in the organization.

Mengapakah sesebuah organisasi perlu membuat analisis keperluan kepada pekerja?

A Menganalisis data.

B Mereka bentuk objektif latihan.

C Mereka bentuk program latihan.

D Mengetahui permasalahan yang wujud dalam organisasi.

8. Which of the following is a benefit of training needs analysis?

    A Evaluation can develop employee skills.

    B Evaluation makes the training department more agile.

    C Evaluation makes the training department more accountable.

    D Evaluation can make employees access ongoing learning from everywhere.

Manakah antara berikut merupakan faedah analisis keperluan latihan?

A Penilaian boleh membangunkan kemahiran pekerja.

B Penilaian menjadikan jabatan latihan lebih tangkas.

C Penilaian menjadikan jabatan latihan lebih bertanggungjawab.

D Penilaian boleh menjadikan pekerja mengakses pembelajaran berterusan di mana-mana sahaja.

9. Which of the following is the first step in the implementation of task analysis?

   A   Identify the tasks involved.

   B   Forming training objectives.

   C   Designing training programs.

   D   Get a job description from the company.

   Manakah antara berikut merupakan langkah pertama dalam melaksanan analisis tugas?

   A   *Mengenal pasti tugas yang terlibat.*

   B   *Membentuk objektif latihan.*

   C   *Mereka bentuk program latihan.*

   D   *Mendapatkan huraian kerja daripada syarikat.*

10. The Human Resources Department is a department that will make a proposal paper to implement the training program. Which of the following is the most critical element for the Human Resources Department to consider?

   A   Determine the number of trainers needed to deliver the training program.

   B   Create a vendor scorecard to grade vendors to provide a level of transparency in the selection process.

   C   Establishing an appropriate scope for the project including budget and specific training methods.

   D   Describes in detail the required training requirements, and how those requirements fit into the overall training strategy.

Jabatan Sumber Manusia ialah sebuah jabatan yang akan membuat kertas cadangan untuk melaksanakan program latihan. Manakah antara berikut elemen paling kritikal yang perlu dipertimbangkan oleh Jabatan Sumber Manusia?

A   Menentukan bilangan jurulatih yang diperlukan untuk menyampaikan program latihan.

B   Mencipta kad skor vendor untuk memberi gred kepada vendor supaya dapat memberikan tahap ketelusan dalam proses pemilihan.

C   Mewujudkan skop yang sesuai untuk projek termasuk bajet dan kaedah latihan khusus yang akan digunakan.

D   Menerangkan secara terperinci keperluan latihan yang diperlukan, dan bagaimana keperluan tersebut sesuai dengan strategi latihan keseluruhan.

11. What are the characteristics needed in writing good training objective?

   A   The objective statement must be clear.

   B   The training objective statement includes the desired terminal capability or behavior.

   C   The objective statement of training requires improving knowledge, skills, and abilities.

   D   The objective statement of the training program describes the main steps in planning the training program.

Apakah ciri-ciri yang diperlukan untuk menulis objektif latihan dengan baik?

A   Pernyataan objektif mestilah jelas.

B   Pernyataan objektif latihan merangkumi keupayaan atau tingkah laku terminal yang diingini.

C   Pernyataan objektif latihan memerlukan peningkatan pengetahuan, kemahiran dan kemampuan.

D   Pernyataan objektif program latihan menggambarkan langkah-langkah utama untuk merencana program latihan.

12.

Fariz drives a car in a dangerous manner and often breaks the rules of the road.

Statement 1

Based on the statement above, what is the lesson plan that Fariz does not follow?

A Training design.

B Training program.

C Training behavior.

D Training objective.

Fariz memandu kereta dengan cara yang berbahaya dan sering melanggar peraturan jalan raya.

Pernyataan 1

Berdasarkan pernyataan 1, apakah rancangan pengajaran yang tidak dipatuhi oleh Fariz?

A Reka bentuk latihan

B Program Latihan.

C Tingkah laku latihan.

D Objektif latihan.

13. Which of the following does **not** help in the preparation of the design of the training program?

A Development of training objectives.

B Security awareness protects design plan content from imitation.

C Creation of a teaching plan detailing the sequence of training content.

D Incorporation of learning principles into the design of training programs to maximize learning opportunities.

*Manakah antara berikut **tidak** membantu dalam penyediaan reka bentuk program latihan?*

A Pembangunan objektif latihan.

B Kesedaran keselamatan melindungi kandungan pelan reka bentuk daripada tiruan.

C Penciptaan pelan pengajaran yang memperincikan urutan kandungan latihan.

D Penggabungan prinsip pembelajaran ke dalam reka bentuk program latihan untuk memaksimumkan peluang untuk belajar.

14. Training objectives should be built by the training program manager before a program is run. You are asked to help the manager to write accurate and appropriate objective statements. Which of the following is an accurate objective statement?

   A At the end of the training program, trainees will be able to think about the rules in the organization.

   B At the end of the training program, trainees will be able to know the rules in the organization.

   C At the end of the training program the trainee will be able to understand the rules in the organization.

   D At the end of the training program the trainee will be able to explain the rules in the organization.

Objektif latihan harus dibina oleh pengurus program latihan sebelum sesuatu program dijalankan. Anda diminta untuk membantu pengurus bagi menulis pernyataan objektif yang tepat dan sesuai. Manakah antara berikut pernyataan objektif yang tepat?

A Pada akhir program latihan pelatih akan dapat memikirkan peraturan-peraturan dalam organisasi.

B Pada akhir program latihan pelatih akan dapat mengetahui peraturan-peraturan dalam organisasi.

C Pada akhir program latihan pelatih akan dapat memahami peraturan-peraturan dalam organisasi.

D Pada akhir program latihan pelatih akan dapat menjelaskan peraturan-peraturan dalam organisasi.

15. Which of the following is **not** an informal training method?

   A Mentoring.

   B Coaching.

   C Job shadowing.

   D Team building activities.

   *Antara berikut yang manakah **bukan** kaedah latihan tidak formal?*

   A Mentor.

   B Kejurulatihan.

   C Membayangkan kerja.

   D Aktiviti membina pasukan.

16.
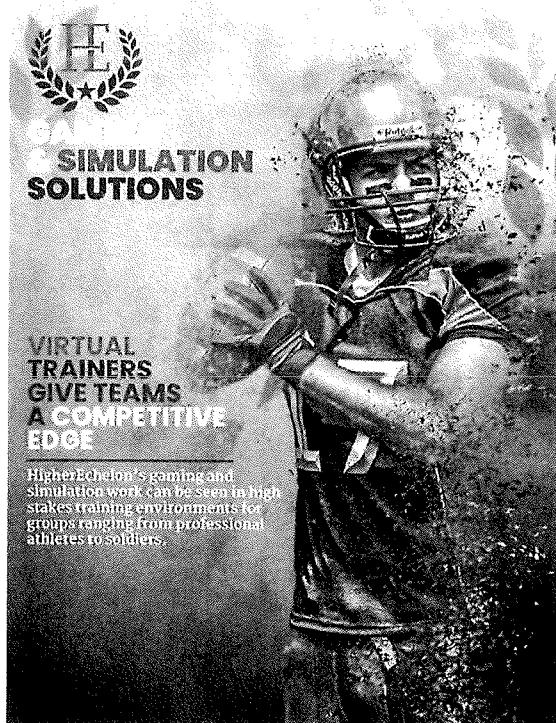
Diagram 1

Based on the diagram 1, what are the benefits will a trainees get if they participate in the training program?

A   Training delivery can be tailored to meet the needs of individual learners.

B   Training delivery can be a cost-effective alternative to traditional classroom training.

C   Training delivery allows learners to set their own pace and choose when and where they want to learn.

D   Training delivery enables learners to play not merely to win, but also to learn and achieve goals.
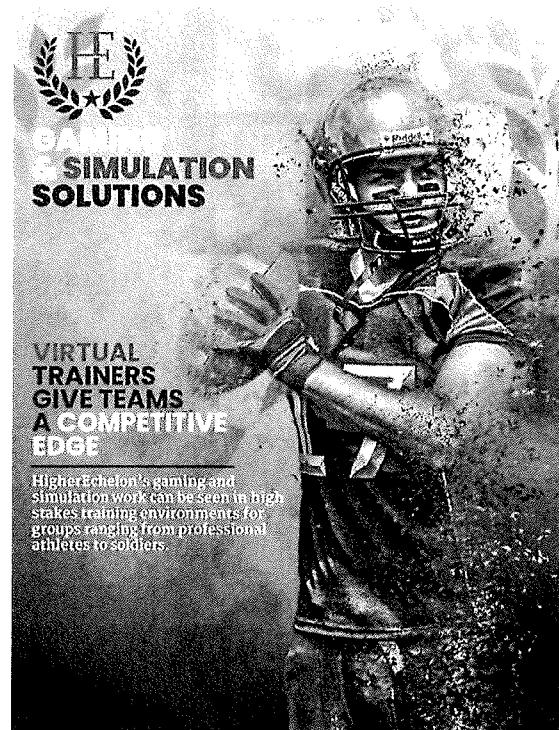
Gambar 1

Berdasarkan gambarajah 1 di atas, apakah faedah yang pelatih akan dapat jika menyertai program training tersebut?

A *Penyampaian latihan boleh disesuaikan untuk memenuhi keperluan individu.*

B *Penyampaian latihan boleh menjadi alternatif kos efektif untuk latihan bilik darjah.*

C *Penyampaian latihan membolehkan pelajar menetapkan kadar mereka sendiri dan memilih masa dan tempat mereka mahu belajar.*

D *Penyampaian latihan membolehkan pelajar bermain bukan sahaja untuk menang, tetapi juga untuk belajar dan mencapai matlamat.*

17._____is a simple step-by-step technique that is used to train new employees when they start a job.

A   Lectures.

B   Job instruction.

C   Apprenticeship training.

D   Simulated learning and gaming.

_____ialah teknik 'step-by-step' mudah digunakan untuk melatih pekerja baharu apabila mereka memulakan pekerjaan.

A   Kuliah.

B   Arahan kerja.

C   Latihan perantisan.

D   Simulasi pembelajaran dan permainan.

18.

o Provide detailed insights into how a system or process behaves under different conditions.
o Used to optimize the design of a system or process.
o Used to train and educate people on how to operate complex systems or processes.
o Mimics the real-world system or process, individuals can gain experience and confidence.

Statement 2

Statement 2 refers to the advantages of

A   simulation training.

B   behaviour modeling.

C   programmed learning.

D   apprenticeship training.

o   *Berikan pandangan terperinci berkenaan sistem atau proses bertindak dalam keadaan yang berbeza.*

o   *Digunakan untuk mengoptimumkan reka bentuk sistem atau proses.*

o   *Digunakan untuk melatih dan mendidik orang ramai tentang cara mengendalikan sistem atau proses yang kompleks.*

o   *Meniru sistem atau proses dunia sebenar, individu boleh memperoleh pengalaman dan keyakinan.*

Pernyataan 2

Pernyataan 2 merujuk kepada kelebihan

A   *latihan simulasi.*

B   *pemodelan tingkah laku.*

C   *pembelajaran berprogram.*

D   *latihan perantisan.*

19.
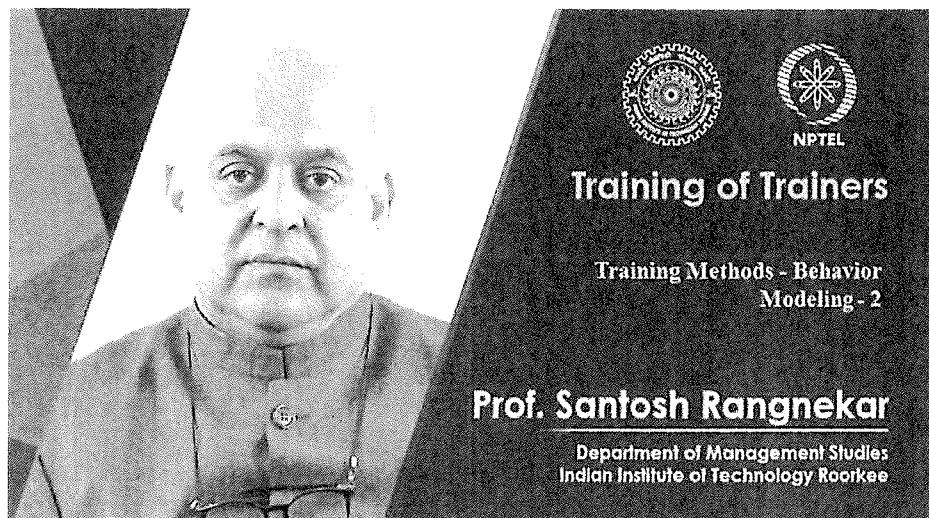
Diagram 2

Based on diagram 2, what is the purpose of the training?

A   Maintain best practices.

B   Creates higher level of productivity.

C   Give new employee more confident.

D   Improve employee interpersonal skill.
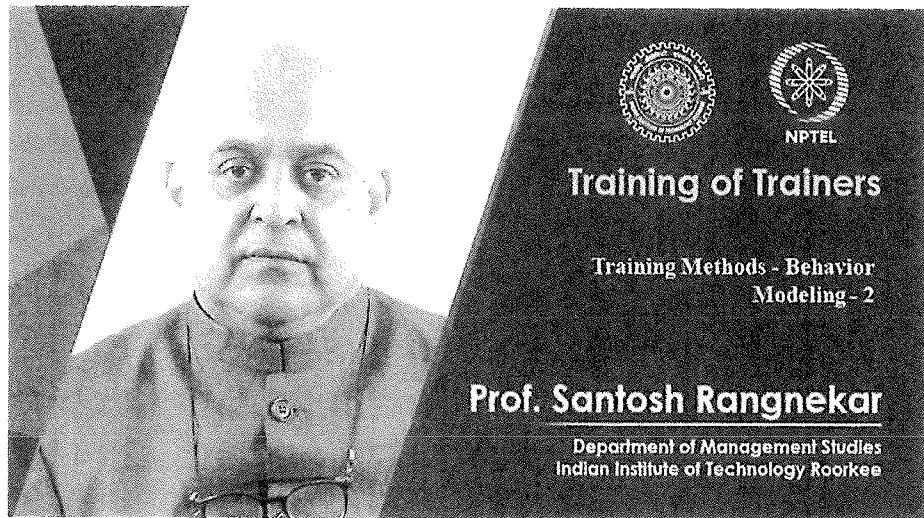
Gambar 2

Berdasarkan gambar 2, apakah tujuan latihan tersebut?

A   Mengekalkan amalan terbaik.

B   Mencipta tahap produktiviti yang lebih tinggi.

C   Memberi pekerja baru lebih berkeyakinan.

D   Meningkatkan kemahiran interpersonal pekerja.

20.

○ Make employees more flexible in choosing a career path.
○ Organizations will get employees who are trained and skilled in various fields.

Statement 3

What are the organizational strategy refering to in the statement above?

A   Promotion.

B   Job rotation.

C   Employee turnover.

D   The importance of career counseling.

> ○ Menjadikan pekerja lebih fleksibel dalam memilih laluan kerjaya.
>
> ○ Organisasi akan mendapat pekerja yang terlatih dan berkemahiran dalam pelbagai bidang.

Pernyataan 3

Apakah strategi organisasi yang merujuk kepada penyataan di atas?

A Kenaikan pangkat.

B Pusingan kerja.

C Pusing ganti pekerja.

D Kepentingan kauseling kerjaya.

[40 MARKS / _MARKAH_]

PART B / *BAHAGIAN B*

This part consists of **THREE (3)** questions.

Answer **ALL** questions in Answering Booklet.

Bahagian ini mempunyai TIGA (3) soalan.

Jawab SEMUA soalan pada Buku Jawapan.

QUESTION 1 / *SOALAN 1*

a. Give **six (6)** advantages of the internal training method.

(6 marks / markah)

b. Discuss the **seven (7)** importance of investment training for employees and employers.

(14 marks / markah)

a. *Berikan enam (6) kelebihan kaedah latihan dalaman.*

b. *Bincangkan tujuh (7) kepentingan latihan pelaburan kepada pekerja dan majikan.*

QUESTION 2 / *SOALAN 2*

a. Discuss **four (4)** drawbacks of formal training for skills transfer.

(8 marks / *markah*)

b. Mrs. Fiza is a human resources officer at KLS Sdn Bhd. She was assigned for the first time to design a training program for the company's staff. She is worried that the program will fail and will not achieve its objectives. What are the matters that Mrs. Fiza needs to consider in conducting the program to reduce the issues?

(12 marks / *markah*)

a. *Bincangkan **empat (4)** kelemahan latihan formal untuk pemindahan kemahiran.*

b. *Puan Fiza adalah Pegawai Sumber Manusia di Syarikat KLS Sdn. Bhd. Beliau baru pertama kali ditugaskan untuk mereka bentuk program latihan kepada staff syarikat. Beliau bimbang akan program yang dilakukan tidak berjaya dan tidak mencapai objektif. Apakah perkara yang perlu dipertimbangkan oleh Puan Fiza untuk mengurangkan masalah program.*

QUESTION 3 / *SOALAN 3*

19

a. Give **five (5)** advantages and **five (5)** disadvantages of the apprenticeship training method.

(10 marks / *markah*)

b.
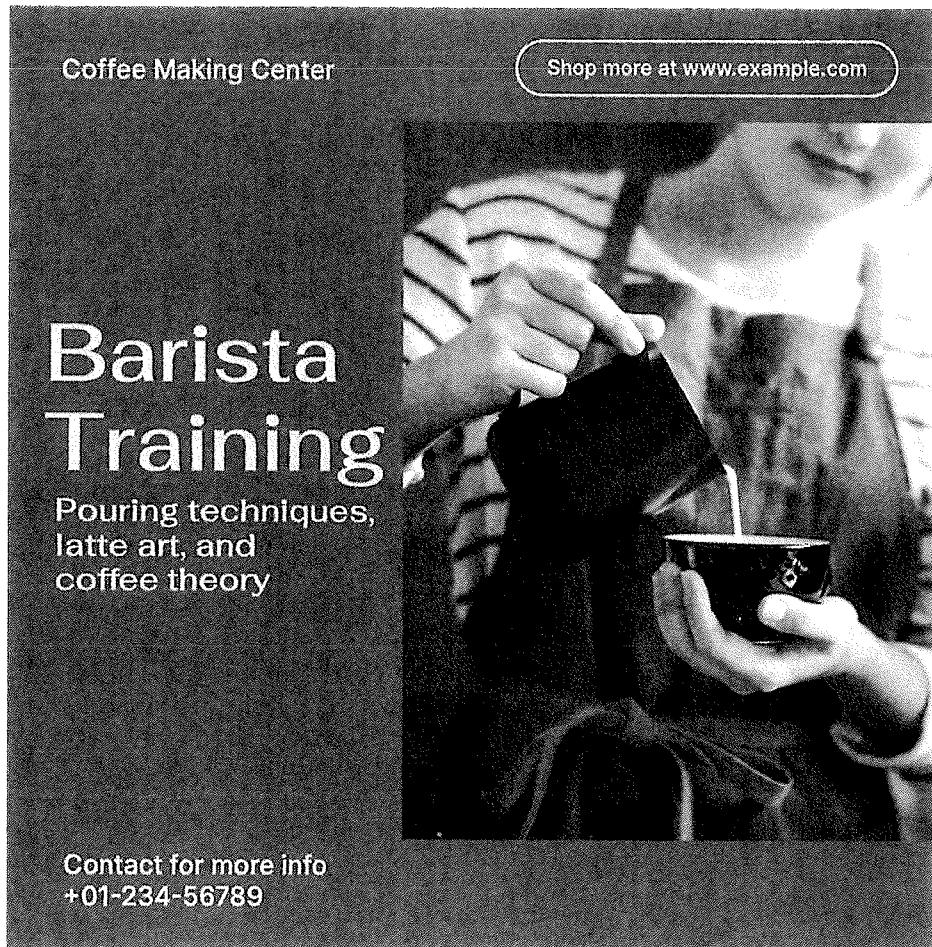
Poster 1

Based on poster 1, discuss **two (2)** appropriate training techniques used by program organizers to ensure that the training is effective.

(10marks / *markah*)

a. Berikan *lima (5)* kelebihan dan *lima (5)* kelemahan kaedah latihan perantisan.

b.
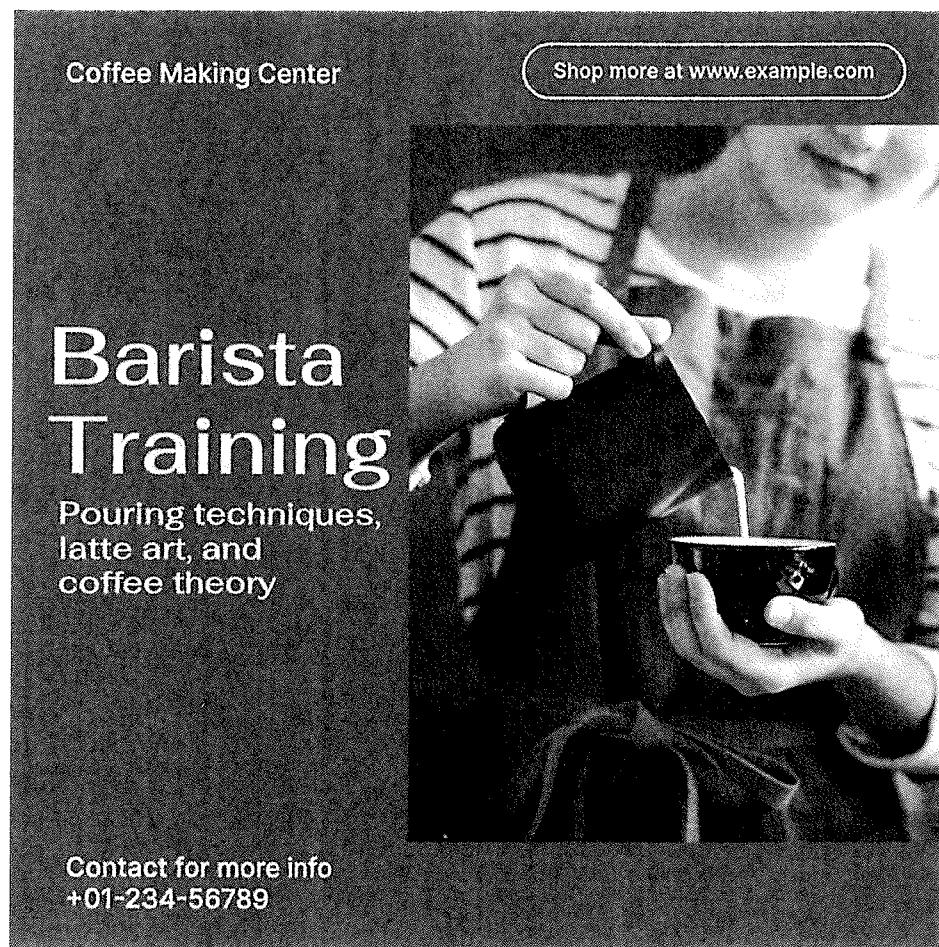
Poster 1

Berdasarkan poster 1, bincangkan *dua (2)* teknik latihan yang sesuai digunakan oleh penganjur program untuk memastikan latihan tersebut berkesan.

[60 MARKS / *MARKAH*]

END OF QUESTION PAPER
KERTAS SOALAN TAMAT