



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

**COURSE NAME : INTRODUCTION TO HUMAN
RESOURCE MANAGEMENT**

COURSE CODE : DHR1063

EXAMINATION : JUNE 2023

DURATION : 3 HOURS

**INSTRUCTION TO CANDIDATES /
ARAHAN KEPADA CALON**

1. This examination paper consists of **TWO (2)** part : /
Kertas soalan ini mengandungi DUA (2) bahagian:

PART A (70 Marks) /
BAHAGIAN A (70 Markah)

PART B (30 Marks) /
BAHAGIAN B (30 Markah)
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 - ii. Answering Booklet /
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PART A / BAHAGIAN A

This part contains of **THIRTY FIVE (35)** questions.

Answer ALL in Objective Answer Paper.

Bahagian ini mempunyai **TIGA PULUH LIMA (35)** soalan.

Jawab SEMUA soalan di dalam Kertas Jawapan

Objektif.

1. Human Resource Management is concerned about the _____ in the organization.
- A people
 - B society
 - C industry
 - D company

Pengurusan Sumber Manusia mengambil berat tentang _____ di dalam organisasi.

- A orang
- B masyarakat
- C industri
- D syarikat

2. Human Resource Management is present in _____ organization.
- A private
 - B government
 - C Non-Government Organization (NGO)
 - D all of the above

Pengurusan Sumber Manusia terdapat dalam _____ organisasi.

- A persendirian
- B kerajaan
- C Pertubuhan Bukan Kerajaan
- D semua di atas

3. Which of the following describe the definition of Human Resource Management?
- A Effort to develop workforce in the organization.
 - B Effort to build a good image of the organization.
 - C Effort to reduce the risk of loss due to business decline.
 - D Effort to improve the efficiency of the administrative system in the organization.

Antara berikut, manakah menerangkan maksud Pengurusan Sumber Manusia?

- A Usaha untuk membangunkan tenaga kerja dalam organisasi.*
- B Usaha untuk membina imej baik organisasi.*
- C Usaha untuk mengurangkan risiko kerugian akibat kemerosotan perniagaan.*
- D Usaha untuk meningkatkan kecekapan sistem pentadbiran dalam organisasi.*

4. Which of the following is **not** the major impacts of technology on human resource management?
- A Technology has accelerated the processing of hiring data.
 - B Technology has eliminated the supervisor's role in managing employees.
 - C Technology has improved internal and external communication processes.
 - D Technology has changed the methods used to collect employee acquisition information.

*Manakah antara berikut **bukan** kesan utama teknologi terhadap Pengurusan Sumber Manusia?*

- A Teknologi telah mempercepatkan pemprosesan data pengambilan pekerja.*
- B Teknologi telah menghapuskan peranan penyelia dalam pengurusan pekerja.*
- C Teknologi telah menambah baik proses komunikasi dalaman dan luaran.*
- D Teknologi telah mengubah kaedah yang digunakan untuk mengumpul maklumat pengambilan pekerja.*

5. Choose the **correct** statement about the difference between personnel management and human resource management.

Personnel Management	Human Resource Management
i. Indirect.	i. Direct.
ii. Transformational.	ii. Transactional.
iii. Comparatively slower.	iii. Comparatively faster.
iv. Based on the evaluation of job.	iv. Based on the evaluation of performance.

- A i and iii.
 B i, ii and iii.
 C i, ii and iv.
 D i, iii and iv.

*Pilih pernyataan yang **betul** tentang perbezaan antara pengurusan personel dan pengurusan sumber manusia.*

Pengurusan Personel	Pengurusan Sumber Manusia
i. Tidak langsung.	i. Langsung.
ii. Transformasi.	ii. Transaksional.
iii. Secara perbandingan yang lebih perlahan.	iii. Secara perbandingan yang lebih pantas.
iv. Berdasarkan penilaian kerja.	iv. Berdasarkan penilaian prestasi.

- A i dan iii.
 B i, ii dan iii.
 C i, ii dan iv.
 D i, iii dan iv.

6. The information resulting from a job analysis is used for writing
- A job description.
 B mission statement.
 C corporate objectives.
 D training requirements.

Maklumat yang terhasil daripada analisis kerja digunakan untuk menulis

- A huraian kerja.*
- B pernyataan misi.*
- C objektif korporat.*
- D keperluan latihan.*

7. Which of the following terms refers to the procedure used to determine the duties associated with job positions and the characteristics of the people to hire for those positions?

- A Job context.
- B Job analysis.
- C Job description.
- D Job specification.

Apakah istilah yang digunakan untuk menentukan tugas, jawatan pekerjaan dan ciri-ciri yang diperlukan oleh organisasi untuk mengisi sesuatu jawatan kosong?

- A Konteks kerja.*
- B Analisis kerja.*
- C Huraian kerja.*
- D Spesifikasi kerja.*

8. All of the following types of information will most likely be collected by a human resources specialist through a job analysis **except**

- A work activities.
- B human behaviors.
- C work performance.
- D employee benefits option.

*Kesemua jenis maklumat berikut kemungkinan besar akan dikumpul oleh pakar sumber manusia melalui analisis kerja **kecuali***

- A aktiviti kerja.*
- B tingkah laku manusia.*
- C prestasi kerja.*
- D pilihan faedah pekerja.*

9. Which term refers to a written statement that describes the activities and responsibilities of the job?
- A Job context.
 - B Job analysis.
 - C Job description.
 - D Job specification.

Istilah manakah yang merujuk kepada pernyataan bertulis yang menerangkan aktiviti dan tanggungjawab pekerjaan?

- A *Konteks pekerjaan.*
- B *Analisa kerja.*
- C *Penerangan kerja.*
- D *Spesifikasi kerja.*

10. The difference between job enrichment and job enlargement is that
- A this term means the same meaning.
 - B enriched jobs enable an employee to do a number of boring jobs instead of just one.
 - C enlarged jobs contain a larger number of similar tasks, while enriched jobs include some of the planning and control necessary for job accomplishment.
 - D enriched jobs contain a larger number of similar tasks, while enlarged jobs include some of the planning and control necessary for job accomplishment.

Perbezaan antara pengayaan kerja dan pembesaran kerja ialah

- A *istilah ini membawa maksud yang sama.*
- B *pengayaan kerja membolehkan pekerja melakukan beberapa pekerjaan yang membosankan dan bukannya satu sahaja.*
- C *pembesaran kerja mengandungi lebih banyak tugas yang serupa, manakala pengayaan kerja termasuk beberapa perancangan dan kawalan yang diperlukan untuk pencapaian kerja.*
- D *pengayaan kerja mengandungi lebih banyak tugas yang serupa, manakala pembesaran kerja termasuk beberapa perancangan dan kawalan yang diperlukan untuk pencapaian kerja.*

11. _____ refers to the process of identifying and attracting job seekers so as to build a pool of qualified job applicants.

- A Training
- B Induction
- C Selection
- D Recruitments

_____ merujuk kepada proses mengenal pasti dan menarik pencari kerja untuk membina kumpulan pemohon pekerjaan yang berkelayakan.

- A Latihan
- B Induksi
- C Pemilihan
- D Pengambilan

12. The selection procedure is generally the responsibility of the Human Resources Department. However, the decision to hire someone to work in a unit or division is made by

- A staff manager.
- B department manager.
- C management consultant.
- D staff of the operations department

Prosedur pemilihan secara amnya adalah di bawah tanggungjawab Jabatan Sumber Manusia. Walau bagaimanapun, keputusan untuk mengambil seseorang bekerja untuk sesuatu unit akan dilaksanakan oleh

- A *pengurus staf.*
- B *pengurus jabatan.*
- C *pakar runding pengurusan.*
- D *kakitangan bahagian operasi.*

13. Razif has been nominated in the shortlist to fill the vacancy as Sergeant. What kind of test will Razif face?
- A Physical test.
 - B Polygraph test.
 - C Performance test.
 - D Psychological test.

Razif telah tercalon dalam senarai pendek bagi mengisi kekosongan jawatan sebagai Sarjan. Apakah jenis ujian yang bakal dihadapi oleh Razif?

- A Ujian fizikal.*
- B Ujian poligraf.*
- C Ujian pencapaian.*
- D Ujian psikologi.*

14. Which of the following is **not** true about the differences between recruitment and selection?
- A Recruitment is a simple process while selection is complicated.
 - B Selection is negative process while recruitment is positive process.
 - C Recruitment can create contractual relation while selection no contractual relation is created.
 - D Recruitment is a process which entails searching for candidates while selection is a process of picking candidates from the shortlisted ones.

*Manakah antara berikut, **tidak** benar tentang perbezaan antara pengambilan dan pemilihan?*

- A Pengambilan adalah proses yang mudah manakala pemilihan adalah rumit.*
- B Pemilihan adalah proses negatif manakala pengambilan adalah proses positif.*
- C Pengambilan boleh mewujudkan hubungan kontrak manakala pemilihan tiada hubungan kontrak diwujudkan.*
- D Pengambilan ialah process yang memerlukan pencarian calon manakala pemilihan ialah proses memilih calon daripada yang disenarai pendek.*

15. _____ provides new employees with the basic background information required to perform their jobs satisfactorily.

- A Training
- B Selection
- C Orientation
- D Development

_____ menyediakan pekerja baharu maklumat latar belakang asas yang diperlukan untuk melaksanakan kerja mereka dengan memuaskan.

- A Latihan
- B Pemilihan
- C Orientasi
- D Pembangunan

16. Which of the following are the benefits of training?

- A Reduce accident.
- B Reduce supervision.
- C Increase productivity.
- D All of the above.

Manakah antara berikut merupakan faedah latihan?

- A Mengurangkan kemalangan.
- B Mengurangkan penyeliaan.
- C Meningkatkan produktiviti.
- D Semua di atas.

- Helps to develop negotiating and selling skills.
- Designed to stimulate a typical situation for trainee will to face in the workplace.

Statement 1

17. Statement 1 refer to the methods of

- A role-play.
- B simulation.
- C case studies.
- D in-tray exercise.

- Membantu mengembangkan kemahiran berunding dan menjual.
- Direka bentuk untuk merangsang situasi sebenar yang akan dihadapi oleh pelatih di tempat kerja.

Pernyataan 1

Pernyataan 1 merujuk kepada kaedah

- A *main peranan.*
- B *simulasi.*
- C *kajian kes.*
- D *latihan in-tray.*

18. Which of the following is related statement about the differences between training and development?

- A Training has a wider scope while development has narrow scope.
- B Training is a career-oriented process while development is a job-oriented process.
- C Training focuses on conceptual skills while developmet focuses on technical skills.
- D Training enables the employee to perform the job better while development ensures the overall growth of the employee.

Antara berikut, manakah pernyataan yang berkaitan tentang perbezaan antara latihan dan pembangunan?

- A Latihan mempunyai skop yang lebih luas manakala pembangunan mempunyai skop yang sempit.*
- B Latihan adalah proses berorientasikan kerjaya manakala pembangunan adalah proses berorientasikan pekerjaan.*
- C Latihan memberi tumpuan kepada kemahiran konsep manakala pembangunan memberi tumpuan kepada kemahiran teknikal.*
- D Latihan membolehkan pekerja melaksanakan kerja dengan lebih baik manakala pembangunan memastikan pertumbuhan keseluruhan pekerja.*

19. _____ is a process of evaluating an employee's performance of a job in terms of its requirements.

- A Performance system
- B Performance analysis
- C Performance appraisal
- D Performance management

_____ ialah satu proses menilai prestasi pekerja terhadap sesuatu pekerjaan dari segi keperluannya.

- A Sistem prestasi
- B Analisis prestasi
- C Penilaian prestasi
- D Pengurusan prestasi

20. The following are the importance of performance evaluation on employees **except**

- A repair product design.
- B form an appropriate training program.
- C provides research and development.
- D increase employee engagement to the organization.

Berikut merupakan kepentingan penilaian prestasi ke atas pekerja kecuali

- A membaiki reka bentuk produk.*
- B membentuk program latihan yang sesuai.*
- C menyediakan penyelidikan dan pembangunan.*
- D meningkatkan penglibatan pekerja kepada organisasi.*

21. How performance appraisal can contribute to a firm's competitive advantage?

- A Improved performance.
- B Ensures legal compliances.
- C Minimising job dissatisfaction and turnover.
- D All of the above.

Bagaimana penilaian prestasi boleh menyumbang kepada kelebihan daya saing firma?

- A Peningkatan prestasi.*
- B Memastikan pematuhan undang-undang.*
- C Meminimumkan ketidakpuasan kerja dan pusing ganti .*
- D Semua di atas.*

22. Fahmi gave a moderate evaluation for all the criteria that were evaluated so that none of the employees under his supervision would not be discouraged. He has made a mistake of

- A prejudice.
- B halo effect.
- C stereotyping.
- D central tendency.

Fahmi telah memberi markah yang sederhana bagi semua kriteria yang dinilai agar semua pekerja di bawah seliaannya tidak berkecil hati. Beliau telah melakukan kesilapan

- A prasangka.*
- B kesan halo.*
- C stereotaip.*
- D kecenderungan memusat.*

23. Wages can be paid by

- A daily.
- B hourly.
- C monthly.
- D all of the above.

Upah boleh dibayar secara

- A harian.
- B setiap jam.
- C bulanan.
- D semua di atas.

24. Which of the following factor influence(s) employee compensation?

- A Cost of living.
- B Labour unions.
- C Labour market.
- D All of the above.

Antara faktor berikut, yang manakah mempengaruhi pampasan pekerja?

- A Kos sara hidup.
- B Kesatuan buruh.
- C Pasaran buruh.
- D Semua di atas.

25. Meals allowances, travel allowances and time-off payments for pilgrimage are examples of

- A statutory benefits.
- B financial rewards.
- C non-statutory benefits.
- D non-financial rewards.

Elaun makan, elaun perjalanan dan bayaran cuti haji adalah contoh

- A faedah berkanun.
- B ganjaran kewangan.
- C faedah bukan berkanun.
- D ganjaran bukan kewangan.

26. Shukry, a Sales Manager, achieved his sales target 8 days in advance. Shukry selected by the company to attend conferences in Hong Kong, China for his best performance. What type of reward does Shukry received?

- A Sponsorship.
- B Service award.
- C Performance award.
- D Letters of appreciation.

Shukry merupakan seorang Pengurus Jualan. Beliau telah mencapai sasaran jualan nya lapan hari lebih awal daripada tempoh yang ditetapkan. Shukry telah dipilih oleh Syarikat untuk menghadiri persidangan di Hong Kong atas sebab prestasi yang baik. Apakah jenis ganjaran yang diterima oleh Shukry?

- A Penajaan.
- B Anugerah perkhidmatan.
- C Anugerah prestasi
- D Surat penghargaan.

27. The workers require to wear the foot protection in work environment because

- A fine dust and fluff.
- B chemical hazards.
- C hot and poisonous fumes.
- D penetrating materials such as nails and spikes.

Pekerja perlu memakai perlindungan kaki dalam persekitaran kerja kerana

- A habuk halus dan debu.
- B bahaya kimia.
- C asap panas dan beracun.
- D bahan tembus seperti paku dan pancang.

28. Which of the following statement is likely to result an injury to the operator?

- A Keeping cutting tools sharp.
- B Using a tool with loose handles.
- C Selecting the right tool for the job.
- D Wearing safety goggles or glasses.

Manakah antara pernyataan berikut yang berkemungkinan boleh mengakibatkan kecederaan kepada pengendali?

- A Memastikan alat pemotong sentiasa tajam.*
- B Menggunakan alatan yang telah longgar.*
- C Memilih alat yang sesuai mengikut kerja*
- D Memakai cermin mata keselamatan.*

29. What is the employer's role in employee health and safety?

- A Approve and enforce worker safety and health laws.
- B Set specific safety policies and regulations in written form.
- C Carry out an inspection of the tools and equipment used in the business premises.
- D Comply with all established safety procedures and regulations and report any safety hazards.

Apakah peranan majikan terhadap kesihatan dan keselamatan pekerja?

- A Meluluskan dan menguatkuasakan undang-undang keselamatan dan kesihatan pekerja.*
- B Menetapkan dasar-dasar dan peraturan-peraturan keselamatan yang khusus dalam bentuk bertulis.*
- C Menjalankan pemeriksaan terhadap alatan dan kelengkapan yang digunakan di premis perniagaan.*
- D Mematuhi segala prosedur dan peraturan keselamatan yang ditetapkan dan melaporkan sebarang bahaya keselamatan.*

30. _____ refer to all types of relationship between all the parties concerned with industry.

- A Human relations.
- B General relations.
- C Industrial relations.
- D All of the above.

_____ merujuk kepada semua jenis hubungan di antara semua pihak yang berkenaan dengan industri.

- A Hubungan manusia.
- B Hubungan am.
- C Hubungan industri.
- D Semua di atas.

31. Which of the following is the major actor of industrial relations?

- A Unions.
- B Employers.
- C Government.
- D All of the above.

Manakah antara berikut merupakan pihak utama perhubungan industri?

- A Kesatuan.
- B Majikan.
- C Kerajaan.
- D Semua di atas.

32. Joe has previously received a verbal and then a written warnings about taking long of lunch hours, yet he continues to return one and a half hour later than he should. What should be the next step in progressive discipline for Joe?

- A Termination.
- B Final written warning.
- C Another verbal warning.
- D Suspension without pay.

Sebelum ini Joe telah menerima amaran lisan dan kemudian amaran bertulis tentang pengambilan waktu makan tengahari yang panjang, namun dia tetap pulang lewat setengah jam daripada waktu sepatutnya. Apakah langkah disiplin progresif yang boleh diberikan kepada Joe?

- A Penamatan.
- B Amaran bertulis terakhir.
- C Satu lagi amaran lisan.
- D Penggantungan tanpa gaji.

33. An HRIS is also known as

- A HRIS system.
- B HRIS service.
- C HRIS software.
- D HRIS application.

HRIS juga dikenali sebagai

- A *sistem HRIS.*
- B *perkhidmatan HRIS.*
- C *perisian HRIS.*
- D *aplikasi HRIS.*

34. Which of the following is **not** an advantage of the Human Resource Information System (HRIS)?

- A A reduction in labour cost.
- B The ability to manage voluminous data.
- C Better supervision and control over the human resources.
- D None of the above.

*Manakah antara berikut, yang manakah **bukan** kelebihan Sistem Maklumat Sumber Manusia (HRIS)?*

- A *Pengurangan kos buruh.*
- B *Keupayaan untuk mengurus data yang banyak.*
- C *Penyeliaan dan kawalan yang lebih baik ke atas sumber manusia.*
- D *Tiada satu pun di atas.*

35. Which of the following is/are limitations of HRIS software?

- A It can be threatening and inconvenient the data.
- B Computer cannot be substitute to human beings.
- C It can be expensive in terms of financial and manpower.
- D All of the above.

Manakah antara berikut merupakan halangan kepada perisian HRIS?

- A Ia boleh mengancam dan menyukarkan data.*
- B Komputer tidak boleh menggantikan manusia.*
- C Ia mahal dari segi kewangan dan tenaga kerja.*
- D Semua di atas.*

[70 MARKS/MARKAH]

PART B

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

Answer ALL in an Answering Booklet.

BAHAGIAN B

Bahagian ini mempunyai TIGA (3) soalan.

Jawab SEMUA soalan di dalam Buku Jawapan.

QUESTION 1

- a. List **four (4)** Human Resource Management functions. (4 marks)
- b. Explain **three (3)** importances of Human Resource Management. (6 marks)

- a. Senaraikan **empat (4)** fungsi Pengurusan Sumber Manusia. (4 markah)
- b. Jelaskan **tiga (3)** kepentingan Pengurusan Sumber Manusia. (6 markah)

QUESTION 2

- a. Explain **three (3)** components of job analysis. (6 marks)
- b. State **four (4)** problems that can be solved through job design. (4 marks)

a. *Jelaskan tiga (3) komponen analisis kerja.*

(6 markah)

b. *Nyatakan empat (4) masalah yang boleh diselesaikan melalui reka bentuk kerja.*

QUESTION 3

Every organization has the option to choose the candidates for recruitment process from two types of recruitment which is internal and external sources.

Describe **five (5)** internal sources of recruitment.

(10 marks)

Setiap organisasi mempunyai pilihan untuk memilih calon bagi proses pengambilan melalui dua jenis sumber iaitu sumber dalaman dan luaran.

Huraikan lima (5) sumber pengambilan secara dalaman.

(10 markah)

[30 MARKS/MARKAH]

END OF QUESTION PAPER

KERTAS SOALAN TAMAT



