KYPJ
KOLEJ YAYASAN
PELAJARAN JOHOR

KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION

COURSE NAME	:	HUMAN RESOURCE INFORMATION SYSTEM
COURSE CODE	:	DSM2123
EXAMINATION	:	APRIL 2018
DURATION	:	2 HOURS 30 MINUTES

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **THREE (3)** parts :

    PART A (30 Marks)

    PART B (60 Marks)

    PART C (10 Marks)

2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.

3. Please check to make sure that this examination pack consist of:
    i.   Question Paper
    ii.   Objective Answer Paper
    iii.   Answer Booklet

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

---

*This examination paper consists of **15** printed pages including front page*

PART A

This part consists of **THIRTY (30)** questions.

Answer **ALL** questions in the Objective Answer Sheet.

1.

> Can help futher decision making
> and implement strategic decision

Statement 1

Statement 1 refers to

A Information system (IS).

B Technology driven automation (IT).

C Management information system (MIS).

D Human resource information system (HRIS).

2. The formal design of any information processing system is supposed to follow a set of steps labelled the system development life cycle (SDLC). What is the point to be emphasized from these phases?

A Information system (IS)

B Technology driven automation (IT)

C Management information system (MIS)

D Human resource information system (HRIS)

3.

> - Day to day activities
> - Improve transaction speed & accuracy
> - Usually use by operational level

Statement 2

Statement 2 refers to which type of system?

A Boundary spanning system

B Executive information system

C Transaction processing system

D Management information system

4. Which of the following is **NOT** the type of data sharing?

    A Data sharing across geographically

    B Data sharing between departments

    C Data sharing between functional units

    D Data sharing between management levels

5. Which of the following is the reason why organization must use database to store their information?

    A High data control

    B Duplication of data

    C Lack of programming effort

    D Adequate data manipulate capabilities

6.

• Focus on data storage, processing at daily operational level • Efficient transaction processing • Summary reports for management

Statement 3

Statement 3 refers to basic characteristics of

    A Decision Support System (DSS).

    B Transaction Processing System (TPS).

    C Management Reporting System (MRS).

    D Management Information System (MIS).

7.

Establish sense of urgency

⬇

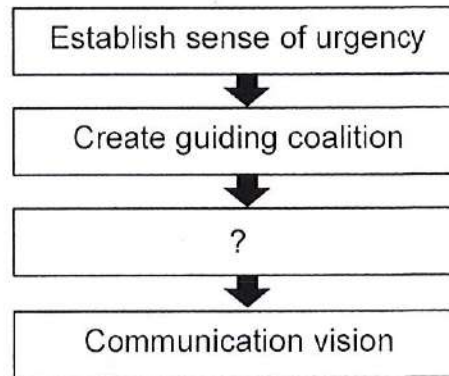| Create guiding coalition |
|---|

⬇

?

⬇

Communication vision

Figure 1

Figure 1 refers to Kotter's process of leading change. Choose the **CORRECT** process to fill in the blank.

A   Empower action

B   Consolidate gains

C   Generate short term wins

D   Develop transformational vision

8.

• Interest in resolving social conflict • Improving the human condition through behavioural change • Forces that stabilize a system's behavior

Statement 4

Statement 4 refers to which scope of management of change?

A   Lewin's change model

B   Reason of change failed

C   Issues in implementing changes

D   Kotter's process leading change

9. Which of the following is the category for reason system failed in planning?

A   Lack of ongoing training

B   Lack of executive support

C   Inadequate or poor quality training

D   Lack of comprehensive project plan

10. Which of the following is the dimension of cost benefit analysis?

    A Direct costs

    B Indirect cost

    C Direct revenue

    D Implementation cost

11. Which of the following is the characteristic of cost?

    A Numerator

    B Cash required

    C Cost reduction

    D Revenue enhancement

12. All of the following are the common problems that need to be avoided in cost benefits analysis (CBA) **EXCEPT**

    A lack of communication.

    B wrong exception among decision makers.

    C be sure with the value that have been estimated.

    D must have knowledge of your organization's business.

13. Outsourcing contact should include?

    i. Warranty

    ii. Outsourcing contact

    iii. Terms and conditions

    iv. Specific pricing agreement

    A i and ii only.

    B i and iv only.

    C ii and iii only.

    D iii and iv only.

14.

• Interest in resolving social conflict • Improving the human condition through behavioural change • Forces that stabilize a system's behavior

Statement 5

Based on Statement 5, which HRIS application refers to

A self-service portals.

B manager self-service.

C employee self-service.

D shared-service centers.

15. Which of the following is the disadvantage of having shared-service center (SSC)?

A Centralizing business process

B To better meet the needs of customers

C Using economies of scale to reduce unit costs

D Unrelated shared services into a combined business unit

16. Which of the following is **NOT** a consideration for designing a computerized or web-based selection system?

A Inventory

B Example test

C Option for scoring

D Test access and security

17.

> "Refers to the degree to which the website hosts relevant information that the user deems valuable and informative in nature"

Statement 6

The statement above refers to one of the attributes of recruiting website. Which attributes is the most suitable with the statement?

A Content

B Usability

C Navigability

D Aesthetic features

18. All of the following are the impacts of online recruitment objective **EXCEPT**

A reduce cost.

B minimum number of applicant.

C emotionally contract fulfilment.

D low speed of filling job vancancy.

19. According to the Society for Human Resource Management, HRIS training and development applications need to be

A customizable.

B offer a half digital experience.

C provide only desktop access to user.

D decentralized with other HR system and function.

20.

> - The "intellegent web" based on a number of developments such as the semantic web, open access, augmented reality, and intelligent applications (e.g. speech recognition).
>
> - e-Learning can capitalize on a variety of different technologies that have emerged as a result of rapid developments in information technology and the world wide web.

Statement 7

Which is the type of e-Learning based on Statement 7?

A   Web 1.0
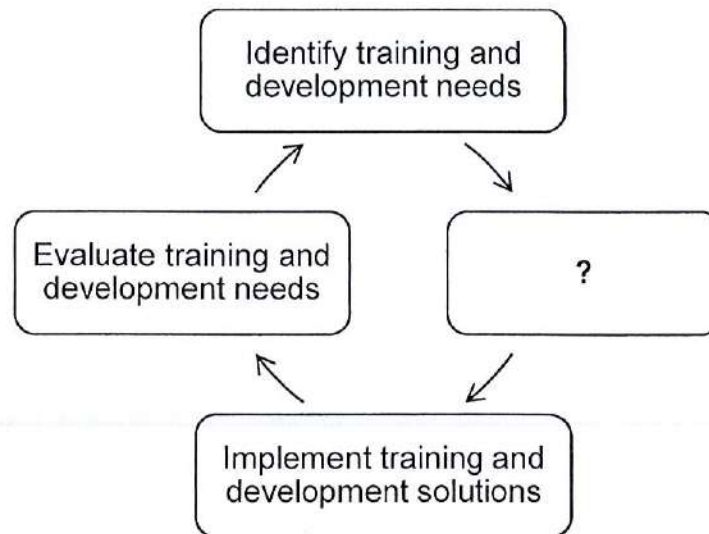
B   Web 2.0

C   Web 3.0

D   Web 4.0

21.

Figure 2

To complete the systems model of training and development in Figure 2, choose the **CORRECT** answer.

A   Create guding coalition

B   Establish sense of urgency

C   Develop transformational vision

D   Design training and development solutions

22.

Figure 3

Figure 3 refers to everything that has to do with payment of employees and the filling of employment taxes. Which of the following is the most suitable situation?

A   Benefit

B   Performance

C   Compensation

D   Payroll system

23. All of the following are Bonus Options for Employee Benefits **EXCEPT** for

   A   Vacation.

   B   profit sharing.

   C   attendance bonus.

   D   longevity bonus or service award.

24. It is built around two processes job evaluation and market benchmarking. Job evaluation creates an internal hierarchy of value. In the most common form of job evaluation, a set of factors is developed that reflects characteristics that add value to work in the specific organization. Which best describe the above statement?

   A   Payroll

   B   Benefit

   C   Base pay

   D   Compensation

25. Technologies available to help prevent and build resistance to attacks include all
    of the following **EXCEPT**

    A   firewalls.

    B   encryption.

    C   Avira anti-virus.

    D   content filtering.

26. Which of the following is the issue affected for "fair use of doctrine"?

    A   In certain situation, it is legal to use copyrighted material.

    B   Intangible creative work that is embodied in physical form.

    C   The unauthorized use, duplication, distribution or sale of copyright software.

    D   The legal protection afforded and expression of an idea, such as song, video,
        game and some types of proprietary documents.

27. Rearrange the five steps for creating an information security plan.

    i. Test and reevaluate risks

    ii. Obtain stakeholder support

    iii. Develop the information security plan

    iv. Identify critical information assests and risks

    v. Communicate the information security policies

    A   i, ii, iii, iv, v.

    B   ii, iv, v, i, iii.

    C   iii, v, iv, i, ii.

    D   iii, v, iv, ii, i.

28. What is the prediction about the future workforce technologies introduced by
    Henson (2005)?

    A   The technology of the future will be both unconnected.

    B   The worker of the future will be able to work only at their office.

    C   There will be decrease use of HR scorecards coupled with workforce analytics
        and decision trees.

    D   Faster and cheaper access to accurate real time HR information will be
        possible due to advancements in communication tools.

29. Which of the following is the example of Web 2.0 technology?

    A Wikis

    B Itunes

    C Whatsapp

    D Video call

30.

• Information portals
• Collaboration portals
• Expertise and knowledge portals

Statement 8

Statement 8 shows the way individual can interact. What is the suitable term for that statement?

    A Webs 2.0

    B Enterprise portals

    C Social networking

    D Bring your own devices

[30 MARKS]

PART B

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

Answer **TWO (2)** questions only in the Answer Booklet.

QUESTION 1

a) Explain **five (5)** reasons why we need Human Resource Information System.

(10 marks)

b) Explain **four (4)** shortcomings for the traditional file oriented data structure.

(20 marks)

QUESTION 2

In Cost Benefit Analysis (CBA) the total costs of implementation will depend on the current state of information system development in the organization. The components of organizational information systems evolve at different speeds across organizations. Knowing the current level of technological evolution of the organization's total information architecture and systems is quite important.

a) Explain **four (4)** total cost that has to be driven by in Cost Benefit Analysis (CBA).

(10 marks)

b) Explain **three (3)** organizational and individual issues in HRIS implementation.

(15 marks)

c) List **five (5)** reasons why system failures occur.

(5 marks)

QUESTION 3

a) Explain **five (5)** steps for creating an information security plan.

(20 marks)

b) Explain **two (2)** future trends in Human Resource Management and **three (3)** future trends in Human Resource Information System.

(10 marks)

[60 MARKS]

PART C

This part consists of **TWO (2)** questions.

Answer **ALL** questions in Answer Booklet.

CUSTOMER SATISFACTION WITH E-SERVICES : THE CASE OF AN ONLINE RECRUITMENT PORTAL

By Veronica Legendir

Online recruitment has revolutionized the recruitment industry that benefits both employer and job seekers and ultimately accelerates the recruitment process. Thus online recruitment is the era of quick hiring where employers can get quickly the potential talent. The penetration of the internet in our society has crossed the geographical boundaries, thus mobilize the recruiting process. The quest for hunting top talent is a quest to boost regional economy in reality.

It is the charisma of online recruitment that you can search for job twenty four hours a day. The real-time interaction of employers with employees. Candidates can upload their resume on these career sites and their resume goes public immediately. Whereas a newspaper ad takes time to be viewed and sometime it can't be viewed due to improper printing. So recruiting cycle working very speedily from posting to receiving the CVs, thus making filtering process and managing the contacts and workflow very easy.

Job posting is now inexpensive, as it was so much expensive before. Job portals allow posting the job at very low rates with the guarantee that the job will be viewed publically. Thus online posting made easier for every candidate to view the job of his related field, people can view the job immediately right after it's posting.

Employers can easily access the candidate through online recruitment, they can contact with them by using these pro-sites. These pro-sites are not restricted to any geographical boundary or any other parameters. Online recruitment websites maintains database of al career level and industries and regions. Huge money is spending to upgrade and develop this database, that's why these career sites are always on the top when the jobseekers start searching for jobs.

This online recruitment pro -sites like LinkedIn has broadened the scope for candidates, now they can easily access the jobs and contact the employers at the same time. Through these sites they learned about the companies, locations they don't know before.

These job portals are equipped with latest technologies tools, thus employers by using the state of the art technology can easily filer the C.Vs that are available in bulk. By filtration they can access to those candidates who are efficient and got the talent required for a specific job. So here is no doubt, recruitment industries are playing key role in the hiring process, but these five benefits are equally significant for recruiters and employers as well.

QUESTION 1
List **five (5)** benefits of online recruitment that could be found in the case study.

(5 marks)

QUESTION 2
List **five (5)** attributes of an online recruiter.

(5 marks)

[10 MARKS]

END OF QUESTION PAPER