KYPJ
KOLEJ YAYASAN
PELAJARAN JOHOR

KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION

COURSE NAME	:	**INTRODUCTION TO HUMAN RESOURCE MANAGEMENT**
COURSE CODE	:	**DHR1063**
EXAMINATION	:	**JANUARY 2024**
DURATION	:	**3 HOURS**

INSTRUCTION TO CANDIDATES /
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1. This examination paper consists of **TWO (2)** part : /   PART A (60 Marks) /
    Kertas soalan ini mengandungi DUA (2) bahagian: *BAHAGIAN A (60 Markah)*

    PART B (40 Marks) /
    BAHAGIAN B (40 Markah)

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PART A / *BAHAGIAN A*

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

Answer **all** in Objective Answer Paper.

*Bahagian ini mempunyai **TIGA PULUH (30)** soalan.*

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

1. What is the definition of Human Resource Management?

   A Terminating employees.

   B Establishing career movement.

   C Developing, attracting, retaining high performing workforce.

   D Setting policies and administering disciplinary action systems.

   Apakah definisi Pengurusan Sumber Manusia?

   A Memberhentikan pekerja.

   B Mewujudkan perkembangan kerjaya.

   C Membangun, menarik dan mengekalkan tenaga kerja berprestasi tinggi.

   D Menetapkan dasar dan mentadbir sistem tindakan disiplin.

2. Which of the following is the main objectives of human resource management?

   A Control employees.

   B Motivate employees.

   C Discipline employee.

   D Retain productive employees.

   Antara berikut, manakah objektif utama Pengurusan Sumber Manusia?

   A Mengawal pekerja.

   B Memotivasikan pekerja.

   C Mendisiplinkan pekerja.

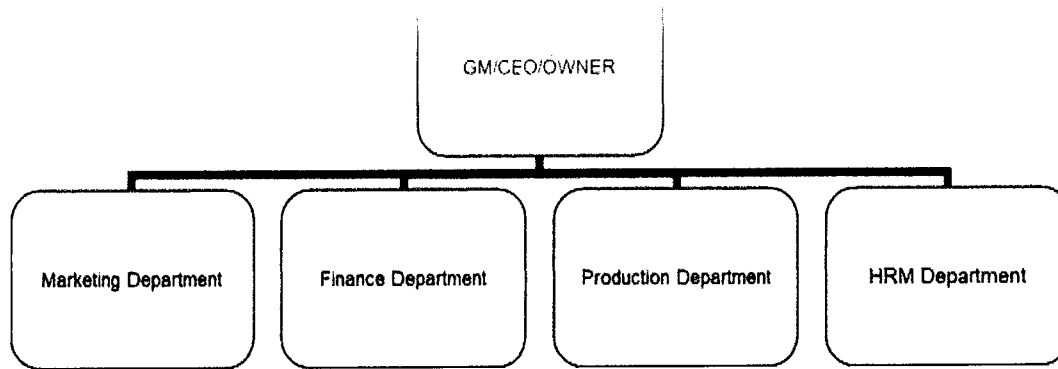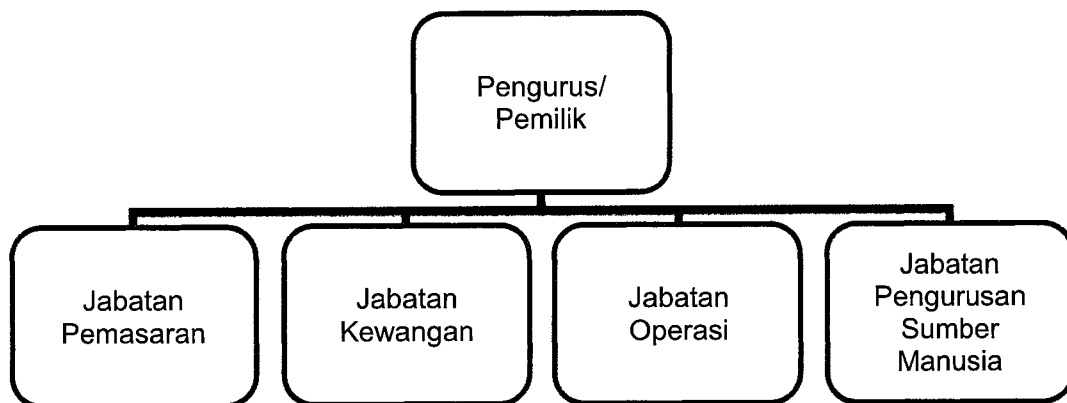   *D Mengekalkan pekerja yang produktif.*

Figure 1

3. Figure 1 refer to department structure of

   A mix organization.

   B large organization.

   C small organization.

   D medium organization.

Rajah 1

Rajah 1 merujuk kepada struktur jabatan bagi

   A organisasi campuran.

   B organisasi besar.

   C organisasi kecil.

   D organisasi sederhana.

4. Which of the following is **not** included in the job analysis?

   A Skill.

   B Abilities.

   C Activities.

   D Knowledge.

*Antara berikut, manakah yang **tidak** termasuk dalam analisis pekerjaan?*

A Kemahiran.

B Kebolehan.

C Aktiviti.

D Pengetahuan.

5. Which of the following information is provided in job specification?

   A Designation of job.

   B Responsibility relationship.

   C Maturity and dependability.

   D Provision of physical condition.

Antara berikut, manakah maklumat yang disediakan dalam spesifikasi pekerjaan?

A Penetapan jawatan.

B Hubungan tanggungjawab.

C Kematangan dan kebolehpercayaan.

D Kelayakan keadaan fizikal.

6. Emeer used a direct method and direct exposure in working by providing a richer and deeper understanding about the job requirements than workers' descriptions of what they do. This method is called as

   A diaries.

   B interviews.

   C observation.

   D questionnaires.

Emeer menggunakan kaedah dan pendedahan secara langsung dalam bekerja dengan memberikan pemahaman yang lebih mendalam tentang keperluan pekerjaan daripada menerangkan kepada pekerja tentang apa yang dilakukan oleh mereka. Kaedah ini dipanggil sebagai

A diari.

B temu bual.

C pemerhatian.

D soal selidik.

7. What is the process of searching prospective employees and encourage them to apply for the jobs?
   A Induction.
   B Selection.
   C Orientation.
   D Recruitment.

Apakah proses yang mencari calon pekerja dan merangsang mereka untuk memohon pekerjaan?
   A Induksi.
   B Pemilihan.
   C Orientasi.
   D Pengambilan.

8. Which of the following is the costs that will be involved if bad recruitment decisions happened?
   A Cost of decision making to recruit.
   B Cost of lowered morale amongst family members.
   C Cost of mistakes caused by employees who cannot cope with the job.
   D Cost of defending a claim of dismissal among employee's supervisor and leader.

Antara berikut, manakah kos yang terlibat sekiranya berlaku kesilapan dalam keputusan pengambilan?
   A Kos membuat keputusan untuk merekrut.
   B Kos penurunan semangat dalam kalangan ahli keluarga.
   C Kos kesilapan yang disebabkan oleh pekerja yang tidak dapat dilaksanakan.
   D Kos mempertahankan tuntutan pemecatan di kalangan penyelia dan ketua.

9. Which of the following is **not** true about the differences between internal recruitment and external recruitment?
   A Internal recruitment promotes freshness and talent while external recruitment does not.
   B Internal recruitment has limited choice available while external recruitment has more choice available.
   C Internal recruitment consumes less cost and time while external recruitment consumes more cost, time and resources.

D Internal recruitment filling vacancies with current employees while external recruitment filling job vacancies with fresh candidates outside the organization.

*Antara berikut, manakah **tidak** benar tentang perbezaan antara pengambilan dalaman dan luaran?*

A Pengambilan dalaman menggalakkan ahli baru manakala pengambilan luaran tidak.

B Pengambilan dalaman mempunyai pilihan yang terhad manakala pengambilan luaran mempunyai lebih banyak pilihan.

C Pengambilan dalaman menggunakan kos dan masa yang sedikit manakala pengambilan luaran menggunakan lebih banyak kos, masa dan sumber.

D Pengambilan dalaman mengisi kekosongan dengan pekerja sedia ada manakala pengambilan luaran mengisi kekosongan dengan calon baru di luar organisasi.

10. The training imparted to a new employee is to induct him into new social setting of work is called as
    A job training.
    B corrective training.
    C orientation training.
    D promotional training.

Latihan yang diberikan kepada pekerja baharu untuk membiasakannya dalam persekitaran sosial baru dalam kerjayanya dipanggil
A latihan kerja.
B latihan penambahbaikan.
C latihan orientasi.
D latihan kenaikan pangkat.

11. Which of the following is the purpose of orientation?
    A To make new employee feel anxiety.
    B To make new employee feel nervous.
    C To make new employee feel welcome.
    D To make new employee feel uncomfortable.

Antara berikut, manakah tujuan orientasi?

A Untuk membuat pekerja baharu berasa cemas.

B Untuk membuat pekerja baharu berasa gementar.

C Unrtk membuat pekerja baharu berasa dialu-alukan.

D Untuk membuat pekerja baharu berasa tidak selesa.

12. Which of the following training methods is the most suitable in developing problem-solving skills?

A Lecture.

B Role play.

C Simulation.

D Case study.

Antara berikut, manakah kaedah latihan paling sesuai untuk membangunkan kemahiran penyelesaian masalah?

A Syarahan.

B Lakonan semula.

C Simulasi.

D Kajian kes.

13. _____ is an objective assessment of an individual's performance against well-defined benchmarks.

A Performance review

B Performance analysis

C Performance appraisal

D Performance management

_____ ialah penilaian objektif prestasi individu terhadap penanda aras yang jelas.

A Penilaian semula prestasi

B Penilaian analisis

C Penilaian prestasi

D Penilaian pengurusan

14. All of these are the benefits of having an effective performance appraisal system in an organization **except**

   A   increase employees' working hours.

   B   provide records for employee performance.

   C   identifying the training needs for the employees.

   D   encourage quality performance by rewarding those who do well.

*Kesemua ini adalah faedah mempunyai sistem penilaian prestasi yang berkesan dalam sesebuah organisasi **kecuali***

   A   menambah waktu bekerja pekerja.

   B   menyediakan rekod prestasi pekerja.

   C   mengenal pasti keperluan latihan untuk pekerja.

   D   menggalakkan prestasi berkualiti dengan memberi ganjaran kepada mereka yang berkelayakan.

15. Ahmad give a positive rating to Rafidah because of she graduate from the same college as himself. He has made a mistake of

   A   fatigue.

   B   halo effect.

   C   recency effect.

   D   central tendency.

Ahmad memberi penilaian yang positif kepada Rafidah kerana dia berkelulusan daripada kolej yang sama dengan dirinya. Ahmad telah melakukan kesilapan

   A   keletihan.

   B   kesan halo.

   C   kesan terkini.

   D   kecenderungan memusat.

16. Razif wants to use simplest method because he has only a few subordinates. Razif can use method of _____ in performance appraisal.

   A   comparative

   B   essay technique

   C   trait rating scales

   D   forced distribution system

Razif ingin menggunakan kaedah yang paling mudah kerana beliau mempunyai jumlah kakitangan yang sedikit. Razif boleh menggunakan kaedah _____ dalam penilaian prestasi.

A *perbandingan*

B *teknik esei*

C *skala penilaian sifat*

D *sistem pengedaran paksa*

17. Which of these benefits can only be enjoyed by female employees?

   A Sick leave.

   B Public holiday.

   C Maternity leave.

   D Employee Provident Fund (EPF).

   Manakah antara berikut merupakan faedah yang hanya boleh dinikmati oleh kaum wanita sahaja?

   A *Cuti sakit.*

   B *Cuti umum.*

   C *Cuti bersalin.*

   D *Kumpulan Wang Simpanan Pekerja (KWSP).*

18. Why the organization need to provide benefits to the employees?

   A Retain existing worker.

   B Increasing turn over rate.

   C Provide a safety workplace.

   D Rising cost per hour of labour.

   Mengapakah sesebuah organisasi perlu memberikan faedah kepada pekerjanya?

   A *Mengekalkan pekerja sedia ada.*

   B *Meningkatkan kadar pusing ganti.*

   C *Menyediakan tempat kerja yang selamat.*

   D *Kenaikan kos per jam buruh.*

19. Which of the following related statement is **true** about the differences between time related system and piece work related system?

Area of differences	Time rate	Piece rate
i. Basis of wages	Wages is calculated based on the basis of time spent by the worker on the jobs.	Wages is calculated on the basis of output or production.
ii. Idle time	There is a less chance of idle time in this system.	There is possible of excessive idle time in this system.
iii. Quality of work	The quality of work is good as there is no pressure to produce more goods.	The quality of work may not be good because of pressure to produce more goods.
iv. Equality	All workers get equal wages under this method irrespectives of the ouput.	The works with high ouput get higher wages and vice versa.

A i and ii.

B ii and iii.

C i, iii and iv.

D ii,iii and iv.

*Antara berikut, manakah pernyataan yang **benar** berkaitan perbezaan 'time related system' dan 'piece work related system'?*

Aspek perbezaan	Time rate	Piece rate
i. Asas upah	*Upah dikira berdasarkan masa yang dihabiskan oleh pekerja terhadap pekerjaan yang dihasilkan.*	*Upah dikira berdasarkan keluaran atau pengeluaran.*
ii. Lebihan masa	*Mempunyai lebihan masa yang sedikit.*	*Mempunyai lebihan masa yang banyak.*
iii. Kualiti kerja	*Kualiti kerja adalah baik kerana tiada tekanan untuk menghasilkan lebih banyak keluaran.*	*Kualiti kerja mungkin rendah kerana berlakunya tekanan dalam menghasilkan keluaran yang lebih banyak.*

iv. Kesaksamaan	Semua pekerja mendapat gaji yang sama di bawah kaedah ini tanpa mengira output.	Semakin banyak output, semakin tinggi gaji dan sebaliknya.

A i dan ii.

B ii dan iii.

C i, iii dan iv.

D ii, iii dan iv.

20. _____ is a condition in which the physical well-being of people is protected.

A Safety

B Health

C Mental well being

D Emotional well being

_____ ialah keadaan di mana kesejahteraan fizikal manusia dilindungi.

A Keselamatan

B Kesihatan

C Kesejahteraan mental

D Kesejahteraan emosi

21. Which of the situation below leads to accidents at work caused by human?

A Unsafe designed tools.

B Defective electrical fitting.

C Faulty judgement of distance.

D Wrong and faulty plant layout.

Antara berikut, manakah situasi yang boleh menyebabkan kemalangan di tempat kerja yang berpunca daripada manusia?

A Reka bentuk peralatan yang tidak selamat.

B Pemasangan elektrik yang salah.

C Pengiraaan jarak yang salah.

D Susun atur pelan yang salah dan tidak teratur.

22. Workplace accidents lead to the following circumstances, **except**

A negative publicity.

B lowered productivity.

C boost morale of employees.

D increased organizational cost.

*Kemalangan di tempat kerja boleh membawa kepada keadaan berikut, **kecuali***

A publisiti negatif.

B penurunan produktiviti.

C meningkatkan semangat pekerja.

D peningkatan kos organisasi.

23. MMC company received a few candidates applying for the post of safety officer with different experiences and qualifications. Which are criteria best for a person to be selected as a safety officer?

i. Registered with Department of Occupational Safety and Health (DOSH).

ii. Have a recognized diploma in Occupational Safety and Health (OSH).

iii. Have a minimum of 10 years of experience in Occupational Safety and Health (OSH).

iv. Have completed a training programme in Occupational Safety and Health (OSH) recognized by the Ministry of Human Resources.

A i only.

B ii and iii.

C ii, iii and iv.

D All of the above.

Syarikat MMC menerima beberapa calon yang memohon jawatan pegawai keselamatan dengan pengalaman dan kelayakan yang berbeza. Apakah kriteria terbaik seseorang untuk dipilih sebagai pegawai keselamatan?

i. Berdaftar dengan Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP).

ii. Mempunyai diploma yang diiktiraf dalam Keselamatan dan Kesihatan Pekerjaan (KKP).

iii. Mempunyai sekurang-kurangnya 10 tahun pengalaman dalam Keselamatan dan Kesihatan Pekerjaan (KKP).

iv. Telah menamatkan program latihan dalam Keselamatan dan Kesihatan Pekerjaan (KKP) yang diiktiraf oleh Kementerian Sumber Manusia.

A *i sahaja.*

B *ii dan iii.*

C *ii, iii dan iv.*

D *Semua di atas.*

24. _____ refers 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 perhubungan antara semua pihak yang berkenaan dengan industri.*

A *Hubungan manusia*

B *Perhubungan am*

C *Hubungan industri.*

D *Semua di atas.*

25. Which the following are major reason employees desire to unionize?

A Economical needs.

B Social and status concerns.

C Dissatisfaction with management.

D All of the above.

Antara berikut, manakah merupakan sebab utama pekerja ingin menyertai sesebuah kesatuan?

A *Keperluan ekonomi.*

B *Kebimbangan sosial dan status.*

C *Ketidakpuasan hati terhadap pengurusan.*

D *Semua di atas.*

26. Before dismissing an employee on grounds of misconduct, an employer must

    A warn the employee.

    B give him adequate time to improve.

    C assist him to improve his performance.

    D carefully record any complaint of alleged wrongdoing.

Sebelum memecat pekerja atas alasan salah laku, majikan perlu

    A memberi amaran kepada pekerja.

    B memberi masa atau peluang untuk memperbaiki diri.

    C membantu meningkatkan prestasi.

    D merekodkan dengan teliti sebarang aduan tentang dakwaan salah laku.

27. Identify statements that explain differences between collective bargaining and collective agreements.

    A Collective bargaining is a voluntary process while collective agreement is a written contract.

    B Collective bargaining is the outcome of industrial action while collective agreement is the outcome of collective bargaining.

    C Collective bargaining will be held between employer and union while collective agreement will be held between employer and government.

    D Collective bargaining concerning the terms and conditions of employment of the employer's workers while collective agreement concerning with policies and procedures.

Kenal pasti pernyataan yang menerangkan perbezaan antara perundingan kolektif dan perjanjian kolektif.

    A Perundingan kolektif adalah proses sukarela manakala perjanjian kolektif adalah kontrak bertulis

    B Perundingan kolektif adalah hasil daripada tindakan industri manakala perjanjian kolektif adalah hasil daripada perundingan kolektif.

    C Perundingan kolektif diadakan antara majikan dan kesatuan manakala perjanjian kolektif akan diadakan antara majikan dan kerajaan.

    D Perundingan kolektif berkenaan terma dan syarat penggajian pekerja manakala perjanjian kolektif berkenaan dengan polisi dan prosedur.

28. Human Resource Information System (HRIS) is a system for

A recruitment.

B performance.

C learning and development.

D all of the above.

Sistem Maklumat Pengurusan Sumber Manusia (HRIS) adalah sistem untuk

A pengambilan pekerja.

B penilaian prestasi.

C pembelajaran dan perkembangan.

D semua di atas.

29. All information was stored in one place not only benefits accuracy but also saves time. Which of the following Human Resource Information System (HRIS) advantages refer to the statement above?

A Efficiency.

B Compliance

C Record-keeping

D Human resource strategy.

Semua maklumat di simpan di satu tempat bukan sahaja memberi manfaat kepada ketepatan tetapi juga menjimatkan masa. Antara kelebihan Sistem Maklumat Pengurusan Sumber Manusia (HRIS) yang berikut, yang manakah merujuk kepada pernyataan di atas?

A Kecekapan.

B Pematuhan.

C Penyimpanan rekod.

D Strategi sumber manusia.

30. Which of the following is the best explanation of human resource information system (HRIS)?

A   A database that is used to store information for human resource management purposes.

B   A computer system that is used to manage information relevant to human resources.

C   A system that is used to acquire, store, retrieve, and analyze information relating to human resources.

D   An information management system that allows employees to access their personnel information

Antara berikut, manakah penjelasan terbaik tentang sistem maklumat sumber manusia (HRIS)?

A   *Pangkalan data yang digunakan untuk menyimpan maklumat bagi tujuan pengurusan sumber manusia.*

B   *Sistem komputer yang digunakan untuk mengurus maklumat yang berkaitan dengan sumber manusia.*

C   *Sistem yang digunakan untuk memperoleh, menyimpan, mendapatkan dan menganalisis maklumat yang berkaitan dengan sumber manusia.*

D   *Sistem pengurusan maklumat yang membolehkan pekerja mengakses maklumat kakitangan mereka.*

[60 MARKS/*MARKAH*]

PART B

This part contains of **FOUR (4)** questions.

Answer **all** in an Answering Booklet.

BAHAGIAN B

*Bahagian ini mempunyai **EMPAT (4)** soalan.*

*Jawab **semua** soalan pada Buku Jawapan.*

QUESTION 1

a. List **four (4)** importances of Human Resource Management.

(4 marks/*markah*)

b. Explain **three (3)** challenges in Human Resource Management.

(6 marks/*markah*)

a. *Senaraikan **empat (4)** kepentingan Pengurusan Sumber Manusia.*

b. *Jelaskan **tiga (3)** cabaran Pengurusan Sumber Manusia.*

QUESTION 2

a. Explain **three (3)** methods of internal sources in recruitment.

(6 marks/*markah*)

b. State **four (4)** advantages using internal sources.

(4 marks/*markah*)

a. *Jelaskan **tiga (3)** kaedah sumber dalaman dalam pengambilan pekerja.*

b. *Nyatakan **empat (4)** kelebihan jika menggunakan kaedah sumber dalaman.*

QUESTION 3

a. Explain **three (3)** benefits of training.

(6 marks/*markah*)

b. List any **four (4)** factors to be considered when designing a training programme.

(4 marks/*markah*)

a. Jelaskan **tiga (3)** kelebihan latihan.

b. Senaraikan mana-mana **empat (4)** faktor yang perlu dipertimbangkan untuk membentuk sesuatu program latihan.

QUESTION 4

Reward is a form of appreciation or benefits given by the organization to employees for good performance shown. In fact, almost all types of employees whether private, public, small or large organizations are affected by rewards.

Describe **four (4)** types of financial rewards that employer can provide to employees.

(10 marks/*markah*)

Ganjaran ialah suatu bentuk penghargaan atau faedah yang diberikan oleh organisasi kepada pekerja atas prestasi baik yang ditunjukkan. Malah, hampir semua jenis pekerja baik swasta, awam, organisasi kecil dan besar dipengaruhi oleh ganjaran

*Huraikan **empat (4)** jenis ganjaran berbentuk kewangan yang boleh diberikan oleh majikan kepada pekerja.*

[40 MARKS/*MARKAH*]

END OF QUESTION PAPER

KERTAS SOALAN TAMAT