INSTRUCTION:
This section consists of **FOUR (4)** essay questions. Answer **ALL** questions.

ARAHAN :
*Bahagian ini mengandungi **EMPAT (4)** soalan esei. Jawab **SEMUA** soalan.*

QUESTION 1
SOALAN 1

CLO1
C1

a) Define human resources management.

Takrifkan pengurusan sumber manusia

[2 marks]
[*2 markah*]

CLO1
C1

b) State **FOUR [4]** benefits of human resource strategic planning to an organization.

*Nyatakan **EMPAT [4]** faedah perancangan strategik sumber manusia kepada organisasi.*

[8 marks]
[*8 markah*]

CLO1
C2

c) Describe **FIVE [5]** external environmental factors that can influence human resource management.

*Huraikan **LIMA [5]** faktor persekitaran luaran yang boleh mempengaruhi pengurusan sumber manusia.*

[15 mark]
[*15 markah*]

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QUESTION 2
SOALAN 2

CLO2
C2

a) Differentiate between job description and job specification.

Bezakan di antara deskripsi kerja dan spesifikasi kerja.

[4 marks]
[*4 markah*]

CLO2
C2

b) Job analysis data can be obtained through several methods. Describe any **FOUR [4]** common methods in qualitative technique used to collect the data.

*Data analisis kerja boleh diperolehi melalui pelbagai kaedah. Huraikan mana-mana **EMPAT [4]** kaedah di dalam teknik kualitatif yang sering digunakan untuk mengumpul data.*

[16 marks]
[*16 markah*]

CLO2
C2

c) Explain **FIVE [5]** disadvantages of hiring employees internally.

*Jelaskan **LIMA [5]** keburukan pengambilan pekerja secara dalaman.*

[5 marks]
[*5 markah*]

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QUESTION 3
SOALAN 3

CLO2
C1

a) List **FIVE [5]** reasons of why orientation program should be carried out in an organization.

*Senaraikan **LIMA [5]** sebab mengapa program orientasi perlu dilaksanakan dalam sesebuah organisasi.*

[5 marks]
[*5 markah*]

CLO2
C2

b) Explain the following concepts:
Terangkan konsep-konsep berikut:

i. On the job training

Latihan semasa kerja

[2 marks]
[2 *markah*]

ii. Off the job training

Latihan di luar waktu kerja.

[2 marks]
[*2 markah*]

CLO2
C2

c) There are several sources that are responsible to appraise employees' performance in the organization. Explain **FOUR [4]** main sources of performance appraisal.

*Terdapat beberapa sumber yang bertanggungjawab untuk menilai prestasi pekerja di dalam organisasi. Jelaskan **EMPAT [4]** sumber utama penilaian prestasi.*

[16 marks]
[16 markah]

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QUESTION 4
SOALAN 4

CLO2
C2

a) Explain **FOUR [4]** non-financial rewards which could motivate workers to work hard.

*Terangkan **EMPAT [4]** ganjaran bukan kewangan yang boleh memotivasikan pekerja untuk bekerja lebih tekun.*

[10 marks]
[*10 markah*]

CLO2
C3

b) Collective bargaining is a method used to determine work terms and conditions through the negotiation process between employers and employees. Sketch **SEVEN [7]** steps in Collective Bargaining process.

Tawar menawar kolektif merupakan satu kaedah yang digunakan untuk menentukan terma-terma dan syarat-syarat pekerjaan melalui proses perundingan di antara pekerja dan majikan.
*Lakarkan **TUJUH [7]** langkah di dalam proses tawar menawar kolektif.*

[7 marks]
[*7 markah*]

CLO2
C2

c) Explain **FOUR [4]** procedures to solve any dispute between employers and employees in accordance to Industrial Relation Act 1967.

*Terangkan **EMPAT [4]** prosedur penyelesaian pertikaian industri di antara majikan dan pekerja berdasarkan Akta Perhubungan Perusahaan 1967.*

[8 marks]
[*8 markah*]

SOALAN TAMAT

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