SECTION A : 75 MARKS
BAHAGIAN A : 75 MARKAH

INSTRUCTION:
This section consists of **THREE (3)** structured questions. Answer **ALL** questions.

ARAHAN :
*Bahagian ini mengandungi **TIGA (3)** soalan berstruktur. Jawab **SEMUA** soalan*

QUESTION 1
SOALAN 1

CLO1
C1

(a) Define the acronyms below :

 Jelaskan singkatan terminologi dibawah :

   i.   HRM

   ii.   HRMD

   iii.   MOHR

   iv.   EPF

   v.   SOCSO

[10 marks]
[10 *markah*]

CLO1
C1

(b) Describe **FIVE (5)** functions of Human Resource Department.

 *Huraikan **LIMA (5)** fungsi Jabatan Sumber Manusia.*

[15 marks]
[15 *markah*]

QUESTION 2
SOALAN 2

CLO2
C2

(a) i. Identify **FOUR (4)** characters of an effective leader in Human Resource Management.

*Kenalpasti **EMPAT (4)** karektor seorang ketua yang berkesan di dalam Pengurusan Sumber Manusia.*

[4 marks]
[4 *markah*]

CLO2
C2

ii. Explain **TWO (2)** advantages of Nepotism in issues and problems relating to recruitment and selection process.

*Terangkan **DUA (2)** kebaikan Nepotism di dalam isu dan masalah yang berkaitan rekrut dan proses pemilihan.*

[6 marks]
[6 *markah*]

CLO2
C2

(b) i. Identify **FIVE (5)** steps in organizing a training programme.

*Kenalpasti **LIMA (5)** langkah di dalam mengendalikan program latihan.*

[5 marks]
[5 *markah*]

CLO2
C2

ii. Explain **FIVE (5)** common bias in performance appraisal.

*Terangkan **LIMA (5)** bias yang biasa di dalam penilaian prestasi.*

[10 marks]
[10 *markah*]

QUESTION 3
SOALAN 3

CLO3
C3

(a) Interpret the table 1 below the for compensation package consisting several elements of basic wages, benefit, and incentives.

Tafsirkan jadual 1 di bawah bagi pekej pampasan untuk elemen gaji asas, faedah dan insentif.

Table 1: Compensation Package
Jadual 1 : Pekej Pampasan

	Definition **Definisi**	**Example** **Contoh**
Wages **Gaji**		1. 2. 3.
Benefit **Faedah**		1. 2. 3.
Incentive **Insentif**		1. 2. 3.

[15 marks]
[15 *markah*]

Table 2: Ahmad wages information
Jadual 2 : Maklumat Gaji Ahmad

Basic Wages *Gaji pokok*	RM 2 400 /Monthly *RM 2 400/sebulan*
Working Hours *Jam bekerja*	8.00am-5.00pm *8.00pagi-5.00petang*
Overtime *Kerja lebih masa*	5.00pm-8.00pm *5.00petang-8.00malam*

CLO3
C3

(b) Base on table 2, calculate the wages for Ahmad for one day.

Berdasarkan jadul 2, kirakan gaji yang diperolehi oleh Ahmad pada hari tersebut.

[10 marks]
[10 *markah*]

SECTION B : 25 MARKS
BAHAGIAN B : 25 MARKAH

INSTRUCTION:
This section consists of **TWO (2)** structured questions. Answer **ONE (1)** question only.

ARAHAN:
*Bahagian ini mengandungi **DUA (2)** soalan berstruktur. Jawab **SATU (1)** soalan sahaja.*

QUESTION 1
SOALAN 1

CLO2
C2

(a) Explain the terminologies below :

Terangkan terminologi di bawah :

    i. Leadership

      Kepimpinan

[2 marks]
[2 *markah*]

    ii. Performance Appraisal

      Penilaian prestasi

[3 marks]
[3 *markah*]

(b) Piece rated systems are a payment that is paid according to the number of units produced in a given time. A straight piece rate system pays a certain amount for each item produced. Based on the statement, interpret **FIVE (5)** advantages and disadvantages of Piece rated systems.

CLO3
C3

*'Piece rated systems' ialah di mana pekerja dibayar mengikut bilangan unit yang dihasilkan dalam masa yang ditetapkan. ' Piece rated systems' di bayar mengikut jumlah tertentu untuk setiap barang yang dihasilkan. Berdasarkan kenyataan berikut, tafsirkan **LIMA (5)** kebaikan dan kekurangan 'Piece rated systems'.*

[10 marks]
[10 *markah*]

> The reward for both financial and non financial can serve this purpose by reinforcing desirable behavior and spurring the employee in the higher levels of productivity.
>
> *Ganjaran kedua-dua kewangan dan bukan kewangan dapat memenuhi tujuan ini dengan menguatkan tingkah laku yang wajar dan memacu pekerja dalam tahap produktiviti yang lebih tinggi.*

CLO3
C4

(c) Based on the statement, differentiate **FIVE (5)** examples of financial and non financial in a reward system.

*Berdasarkan kenyataan di atas, bezakan **LIMA (5)** contoh ganjaran dalam bentuk kewangan dan bukan kewangan.*

[10 marks]
[10 *markah*]

QUESTION 2
SOALAN 2

CLO2
C2

(a) Identify the parties involved in training and performance appraisal process in the table 3 below.

Kenalpasti mereka yang telibat di dalam latihan dan penilaian prestasi proses seperti di dalam jadual 3 di bawah .

Table 3 : Parties Involved
Jadual 3: Pihak terlibat

Process *Proses*	Parties Involved *Pihak terlibat*
Training *Latihan*	1.
	2.
Performance Appraisal *Penilaian Prestasi*	1.
	2.
	3.

[5 marks]
[5 *markah*]

CLO3
C3

(b) Mr. Farid is the manager of Seri Idaman Travel Agency. The Travel Agency operates from 8.00am to 5.00pm daily. Due to the increase in customer attendance every day, business hours have to be extended and Mr. Farid needs to think of a new work plan to ensure that his business operation can be implemented more effectively. Based on the above situation, select **ONE (1)** alternative work schedule that can be implemented by Mr. Farid without the need to pay for overtime to his worker.

En. Farid adalah pengurus di Agensi Pelancongan Seri Idaman. Agensi pelancongan ini beroperasi bermula 8.00 pagi hingga 5.00 petang setiap hari. Disebabkan peningkatan kehadiran pelanggan yang ramai setiap hari, waktu operasi perniagaan terpaksa dilanjutkan dan En. Farid perlu memikirkan satu perancangan kerja yang baru bagi memastikan operasi perniagaanya dapat dilaksankan dengan lebih berkesan. Berdasarkan situasi di atas, pilih SATU (1) jadual bekerja alternatif yang boleh dilaksanakan oleh En. Farid tanpa perlu membayar gaji lebih masa untuk pekerjanya.

[10 marks]
[10 *markah*]

CLO3
C4

(c) Distinguish **TWO (2)** types of paid leave provided in the Employment Act and the Sabah and Sarawak Labour Ordinance.
*Bezakan **DUA (2)** jenis cuti berbayar yang di tetapkan di dalam Akta Pekerjaan dan Ordinan pekerjaan Sabah dan Sarawak.*

[10 marks]
[10 *markah*]

SOALAN TAMAT