



## TAKE HOME EXAMINATION

Student NRIC : \_\_\_\_\_  
Student ID : \_\_\_\_\_

Programme	:	<b>DIPLOMA IN BUSINESS STUDIES (MQA/FA9259) DIPLOMA IN LOGISTICS MANAGEMENT (MQA/FA9212) DIPLOMA OF ACCOUNTANCY (MQA/FA10069)</b>
Intake	:	<b>SEPTEMBER 2019, MAY 2020, SEPTEMBER 2020</b>
Course	:	<b>HUMAN RESOURCE MANAGEMENT</b>
Course Code	:	<b>DIB2003, DLM2083, DBHR4013</b>
Duration	:	<b>3 HOURS</b>

### INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. Answer **ALL FOUR (4)** questions.
3. Answers to the questions are to be written into own A4 sized papers.
4. Please write your NRIC number or student ID number on every page of your answer script. **Do NOT** write your name.
5. Please write page number on every page of your answer script.
6. Please **KEEP** the hardcopy of your answer script.
7. 1 mark will be deducted for every minute delay in submission after the 20 minutes lapse with maximum of 10 minutes delay is allowed.
8. After 30 minutes, any submission will **NOT** be accepted, 0 marks will be awarded.

### WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in the accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

*(This booklet contains 5 printed pages including this page)*

**DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO**

Answer **ALL FOUR (4)** questions on the separate sheet provided.

**[100 marks]**

1. Ming Lab, a newly established research institute, is urgently looking for a chief biologist. Due to the shortage of staff in the human resource department, an intern in the human resource department has designed a draft job advertisement as shown below to be posted on Facebook.

**JOB VACANCY**

## MING LAB

A newly established research institute in Malaysia is currently looking for a business and research driven chief biologist.

### **CHIEF BIOLOGIST**

- Supervise the team to ensure all projects are completed on time.
- Lead the team in developing new research proposals.
- Responsible for maintenance of the wet lab.
- Prior experience of at least 5 years.
- Play an active leadership role.
- Able to work under pressure.
- Candidate should hold a PhD.

Application deadline: 31 August 2021  
Email: [humanresource@minglab.my](mailto:humanresource@minglab.my)  
MingLab  
23, Jalan Kiara, Mont Kiara, 50480 Kuala Lumpur  
03-55447755

As a human resource manager, you are not happy with the draft job advertisement prepared by the intern. You find that the above job advertisement is disorganised and not comprehensive enough. The duties, responsibilities, person specification, competencies and attributes desired are either missing or not comprehensive.

Therefore, you are required to improvise the above job advertisement with a new one. You are expected to re-organise the job advertisement and add additional sub-headings and item requirements.

- (a) Prepare a new job advertisement (as similarly shown above) for a chief biologist to be posted on Facebook. The new job advertisement should be clearly organised and comprehensive by adding additional sub-headings and requirements that are reflective of the job nature of a chief biologist.

(20 marks)
- (b) Discuss **TWO (2)** reasons why Facebook is the best site to post a job advertisement.

(5 marks)

2. The intern in the human resource department at Ming Lab has recently drafted a trait rating scale for the position of a newly recruited laboratory assistant as shown below. The draft was prepared halfway by the intern before he left Ming Lab.

<b>Performance trait</b>	<b>Unacceptable</b>	<b>Meets expectations</b>	<b>Excellent</b>
Cooperation	Employee is uncooperative and always has difficulties in working with others.	Employee is cooperative at the workplace and works reasonably well with everyone.	Employee is cooperative and promotes a harmonious working relationship with others and takes initiative in establishing a team-work atmosphere.
?	?	?	?
?	?	?	?
?	?	?	?

Since the intern had left Ming Lab, you are required to complete the trait rating scale for the newly recruited laboratory assistant because his performance need to be appraised soon. Another three more performance traits need to be added together with its accompanying description for each of the scale ratings of unacceptable, meets expectations, and excellent.

- (a) List another **THREE (3)** performance traits to complete the trait rating scale above. (3 marks)
- (b) Provide a brief description for each of the scale ratings of unacceptable, meets expectations, and excellent to match the **THREE (3)** performance traits listed in your answers in (a) (18 marks)

Please prepare your answers for (a) and (b) using a table as shown below:

<b>(a)</b>	<b>(b)</b>		
<b>Performance trait</b>	<b>Unacceptable</b>	<b>Meets expectations</b>	<b>Excellent</b>

- (b) Discuss **TWO (2)** biases that could negatively affect the managers' evaluation using a trait rating scale. (4 marks)

3. Several managers at Ming Lab wish to reward their subordinates for their work. However, due to Covid-19 lockdowns, resources are tight and the management wishes to cut cost on providing rewards and benefits to their employees. Therefore, several managers have come to you, as a human resource manager, for advice on various ways to show appreciation to employees that are either costless or does not cost much money. You have suggested to the managers one way is by throwing a simple food party at the office pantry after a successful completed project. However, they have already done that before and they wanted five more ideas.

Additionally, in the recent town hall meeting, there were discussion on whether working from home should be continued into the future. This is because several employees were voicing out and persuading the management to allow working from home in the future whereas there were also some who dislike working from home. Therefore, the CEO has asked for your opinion regarding working from home.

- (a) Discuss **FIVE (5)** ways to show appreciation to employees that are either costless or does not cost much money.  
(10 marks)
- (b) Discuss at length **FIVE (5)** reasons why you agree or disagree that working from home should be continued into the future at Ming Lab.  
(Note: Students are allowed to choose only one decision: either agree or disagree.)  
(15 marks)

4. Due to Ming Lab's extensive involvement in biological research, the management places heavy emphasis on both ergonomics and occupational health and safety issues with regards to its employees.

Previously, the intern who had left Ming Lab has yet to complete the ergonomics checklist which is supposed to be distributed to all employees. After the intern had left, a newly recruited human resource executive is now tasked to continue his work. He has come across some key words in the ergonomics checklist as shown below and he is not sure what is it about. Therefore, he has sought your help with regards to the keywords below.

1. Frequent short breaks
2. Adjusting the office chair
3. Position of computer screen
4. Armrest
5. Sitting posture

Therefore, you have to guide the new staff to complete the first five checklist items which were written halfway above.

You have also come across some of the checklist items which have been completed below.

6. Documents on the desk should be arranged neatly with easy access.
7. Telephone on the desk should be positioned within reach without unnecessary and awkward stretching.
8. Employees should put their feet flat on the floor.
9. Computer and telephone wiring should be positioned well to avoid any hindrance to your work on the desk.
10. Employees should adjust the brightness and contrast of the computer screen as it suits them.

You have also discovered that some of the employees working in several departments, especially the biological laboratory, have neglected wearing personal protective equipment in the laboratory. It is of grave concern to you because these employees are dealing with biological hazards. You have also found out that some other employees in other departments were not wearing face masks as required by the government to curb the spread of Covid-19. You have decided to write a short email to remind them on the importance of wearing personal protective equipment.

- (a) Write **FIVE (5)** ergonomics checklist items using each of the first five keywords mentioned in the case above.  
(5 marks)
- (b) Explain the importance of each of the **FIVE (5)** ergonomics checklist items based on your answers in (a).  
(10 marks)
- (c) Discuss **FIVE (5)** reasons why wearing personal protective equipment at the workplace is important.  
(10 marks)

**- END OF QUESTIONS -**