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**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
(ONLINE)  
SEMESTER II  
SESSION 2019/2020**

COURSE NAME : TVET PLANNING  
COURSE CODE : BBD20802  
PROGRAMME CODE : BBA/BBB/BBC/BBD/BBE/BBF/BBG  
EXAMINATION DATE : JULY 2020  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF NINE (9) PAGES

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**Section A (40 marks)**

- Q1** What is the definition of human resource management?
- A Employing people and their resources in tune with organisation requirement
  - B Developing training in tune with the job based on organisation requirement
  - C Engaging talent and career development
  - D Monitoring performance management and reward
- Q2** What is the main function of human resource development?
- A Empowerment
  - B Placement
  - C Career planning
  - D Creating motivation
- Q3** Environmental factors that affects the human resource management are as follows, except
- A Economic environment
  - B Legal environment
  - C Technological environment
  - D Leadership environment
- Q4** The characteristics of Theory X Managers are as follows, except
- A They think people need to be motivated all the time
  - B Assume people are naturally lazy and need to be controlled
  - C Results-oriented and assists subordinates in doing things
  - D Hold on to responsibility but shift accountability to subordinates
- Q5** How Theory Y Managers build their relationship with employee?
- A Hold on to responsibility and also accountability
  - B Hold on to responsibility but shift accountability to subordinates
  - C Delegating responsibilities and think giving orders is delegating responsibility
  - D Withhold rewards and suppress pay and remuneration levels.
- Q6** Why is human resource management important?
- A To determine organisation objectives through human workforce
  - B To decrease individual commitment and sense of belonging towards organisation
  - C To empower workers towards achieving individual performance and potential
  - D To differentiate human resource policy with business strategies

- Q7** Choose the right flow of human resource management process.
- A Planning, selecting, recruiting, orientation, training, performance evaluation
  - B Planning, recruiting, selecting, orientation, training, performance evaluation
  - C Planning, training, recruiting, selecting, orientation
  - D Planning, selecting, training, recruiting, orientation
- Q8** The external factors influence decision of human resource management, except
- A Globalisation
  - B Cost pressure and restructuring
  - C Economic changes
  - D Sociological
- Question 9 to 12 are based on **True (A)** and **False (B)**. Choose the answer either A or B
- Q9** Personnel function in human resource management is to make sure all workers are better educated, more demanding, voice strong financial and non-financial demands.
- A True
  - B False
- Q10** Job specification consists job summary, duties performed, machine, tools and working condition
- A True
  - B False
- Q11** Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organisation.
- A True
  - B False
- Q12** The factors that affect recruitment are external factors.
- A True
  - B False
- Q13** The roles of human resource management become broader and more challenging due to the changing environment. What are the changes?
- A Globalization, technology advance, nature of work, working demographics
  - B Psychology needs, social needs, environment needs, economic changes
  - C Internationalization, local authorities, technology changes
  - D Motivational factors, human-machine factors, employee demographic



- Q14** The employer's expectation stated as follows, except
- A Multi-skilled workers
  - B Retrenchment with benefits
  - C Outsourcing work to other companies
  - D Workers commensurate with performance
- Q15** Characteristics of Gen-Y workers are
- A Emphasize work-life balance and enjoy learning
  - B Loyal in one organisation and satisfied with salary offered
  - C Not interested in organisation that offers flexibility
  - D Work smart and play smart
- Q16** What is the definition of strategic management process?
- A Includes the process of achieving business and mission
  - B Includes to perform external and internal audit
  - C Includes the process of identifying and executing capabilities
  - D Includes formulate a strategy to achieve goal
- Q17** Which combination types of corporate strategies?
- A Horizontal integration, follow other company strategies, narrow geographical
  - B Horizontal integration, diversification corporate strategy, cost leadership
  - C Vertical integration, narrow geographical, differentiation strategy
  - D Vertical integration, geographical expansion, differentiation strategy
- Q18** In creating a human resource scorecard, the managers need three types of information. Which one is the combination needed?
- A Company's strategy, casual links, metrics to measure all activities
  - B Worker's strategy, mission and vision, metrics to measure all activities
  - C Company's plan, worker's personal information, metrics to measure all activities
  - D Chain analysis, mission and vision, metrics to measure all activities
- Q19** What is the human resource scorecard should be?
- A Measurement system and monitoring
  - B Continuously revise and improved
  - C Identified chain activities
  - D Competencies and behaviours
- Q20** How to identify the required workforce competencies and behaviours?
- A Training programs, revised compensation plan, attractive
  - B Organizational outcomes that should be achieved.
  - C Personal accountability, working proactively, motivation, and commitment
  - D Analysing the company's core activities and costs

Questions 21 to 24 are based on **True (A)** and **False (B)**. Choose the answer either A or B

- Q21** Globalization here refers to the tendency of companies to extend their sales, ownership, or manufacturing to new markets in other countries  
A True  
B False
- Q22** The Internet and information communication technology (ICT) have disabled companies from becoming more competitive in the global marketplace.  
A True  
B False
- Q23** Diversification corporate strategy implies that the company will expand by adding new product lines  
A True  
B False
- Q24** Strategic control keeps the company's strategy up to date by assessing progress towards goal and taking individual actions as needed.  
A True  
B False
- Q25** The advantages of on-the-job training (OJT) in methods stated as follows, except  
I Lower cost  
II Greater likelihood of application of training on-the-job  
III Large numbers of trainees can be trained at once  
IV Less difficulty of transfer  
  
A I, II and III  
B II, III and IV  
C I, III and IV  
D I, II and IV
- Q26** What are the on-the-job training (OJT) methods?  
I Job rotation  
II Job instruction  
III Job assignment  
IV Job description

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- A I and II
- B I and III
- C I and III
- D III and IV

**Q27** The training curriculum is planned in advance and conducted in careful steps day to day. This method is appropriate for training in crafts, trades and technical areas.

Which one of the training methods match with the statement above?

- A Simulation employee training
- B Coaching
- C Apprenticeship
- D Mentoring

**Q28** The common reasons for new hiring employee are

- I Replacement for turnover
- II Future business expansion
- III Increasing the firm capability
- IV Downsizing of talent because new technology

- I I, II and III
- B II, III and IV
- C I, II and IV
- D I, III and IV

**Q29** The steps of recruitment process stated as follows, except

- A Make decision to recruit new employee
- I Conduct salary analysis
- I Conduct induction once employee report duty
- D Conduct job analysis

**Q30** What is an effective recruitment process?

- A Attractive appearance
- B Individual diversity
- C Variation and personalization
- D Strong decision making

**Q31** What are external factors affecting recruitment?

- I Recruitment policy
- II Supply and demand
- III Brand image
- IV Labour market

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- A I, II and III
- B II, III and IV
- C I, II and IV
- D I, III and IV

**Q32** What are the factors that influence the ability of an organization to attract suitable employees?

- I The location of organization
- II The physical working condition
- III The public image of the organization
- IV The psycho-social around community

- I I, II and III
- B I, II and IV
- C I, III and IV
- D II, III and IV

**Q33** Selection test is an attempt to introduce some objectivity in the selection process.

Which test is an attempt to discover a person's potential abilities and talents?

- A Performance test
- I Personality test
- C Intelligence test
- D Aptitude test

**Q34** Workplace learning is the best method to recruit new employees. What type of workplace learning method applied in TVET?

- I Work-based learning
- II Work-integrated learning
- III Work-experienced learning
- IV Work-oriented learning

- I I, II and III
- B I, II and IV
- C I, III and IV
- D II, III and IV

**Q35** The purpose of industrial training for TVET program as follows, except

- A First-hand experience working as professional
- I Apply knowledge and skills
- C Observe professional workers
- D Observe interaction with other professional groups

- Q36** This method of training curriculum combines classroom education with on-the-job work under close supervision.  
What is the workplace learning method applied in this training curriculum program?
- A Industrial training
  - B Apprenticeship
  - C On-the-job training
  - D Work-based learning
- Q37** Choose the good qualities to be a good leader and manager.
- I Give pressure to make excellent decision
  - II Obsess to achieve great things
  - III Creatively in solving problem
  - IV Well informed relating to achieving the target
- A I and II
  - B I and III
  - C II and III
  - D III and IV
- Q38** The purpose of performance management are
- I Provide to management make decision
  - II Empower employees to determine their achievement
  - III Given information for compensation
  - IV Facilitate organization program
- A I and II
  - B I and III
  - C II and III
  - D III and IV
- Q39** In conduct and compile performance evaluation which criterias should be focused?
- I Produce sustainable environment
  - II Build appropriate setting
  - III Engagement and participate to achieve collective goals
  - IV Conclude decision towards mutual goals
- A I and II
  - B I and III
  - C II and III
  - D III and IV

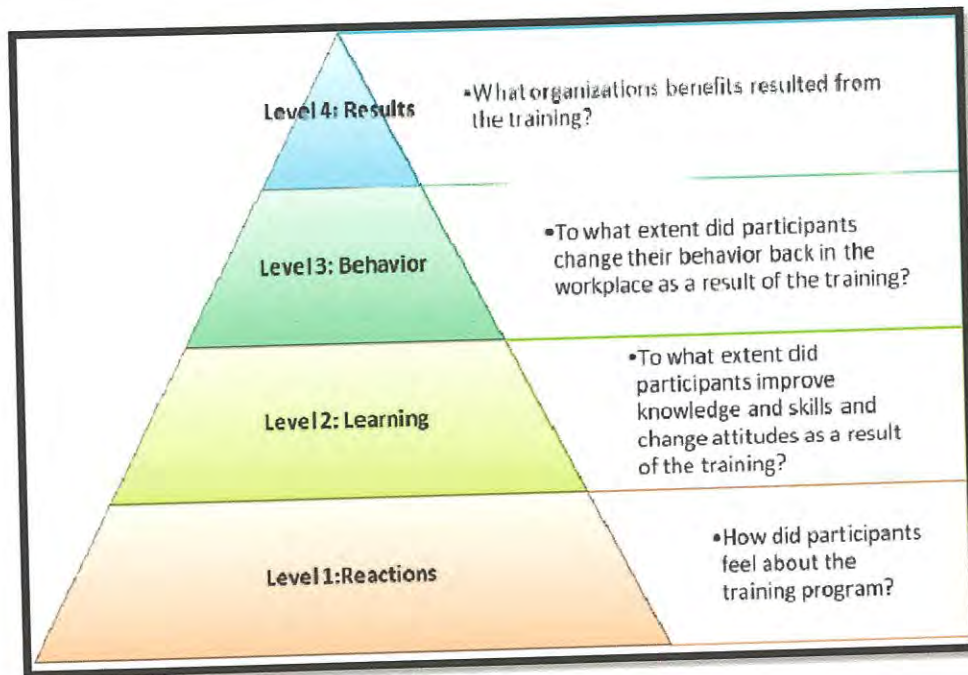
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- Q40** The concept of appraisal in performance management refer to
- A The connection of opinion, comment and review
  - B Discover the good behaviour not an assumption
  - C Extended of measuring individual performance
  - D Determine the achievement and evolution for ability

**Section B (20 marks)**

**Q41** Figure Q41 shows The Kirkpatrick Model in measuring training effectiveness. Based on guided questions given in the Figure Q41 explain how the four levels of evaluation apply to evaluate your TVET teachers professional and development training program. You can use the examples related to your field to explain each process (20 marks)



**Figure Q41**

**-END OF QUESTIONS-**