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Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2021/2022**

COURSE NAME : TECHNICAL VOCATIONAL
EDUCATION TRAINING AND
PLANNING

COURSE CODE : BBD 20802

PROGRAMME CODE : BBA/BBB/BBC/BBE /BBG

EXAMINATION DATE : JANUARY / FEBRUARY 2022

DURATION : 2 HOURS

INSTRUCTION : 1. ANSWERS ALL QUESTIONS.
2. THIS FINAL EXAMINATION IS A
ONLINE ASSESSMENT AND
CONDUCTED VIA **CLOSE
BOOK.**

THIS QUESTION PAPER CONSISTS OF **SIXTEEN (16)** PAGES.

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Questions Q1-Q80 contributes 1 mark for each question.

- Q1** What is the definition of Human Resource Management (HRM)?
- A Employing people and their resources in tune with organization requirement.
 - B Developing training in tune with the job based on organization requirement.
 - C Engaging talent and career development.
 - D Monitoring performance management and reward.
- Q2** What is the definition of Human Resource Development (HRD)?
- A To Forecast future requirement of Human Resource.
 - B To make predictions of future needs of the organization
 - C The philosophy, policies, procedures and practices related to the management of people within the organization.
 - D Continuous development functions that are implemented for improving the performance of those working in an organization.
- Q3** What is the main function of HRD?
- A Empowerment.
 - B Placement.
 - C Career planning.
 - D Creating motivation.
- Q4** What is the definition of Human Resource Planning (HRP)?
- A To ensures the best fit between employees and jobs while avoiding manpower shortages or surpluses
 - B Deals with procurement of human resource, training & development and maintenance of human resource.
 - C Conducting job analysis, recruitment and conducting job interviews.
 - D Management of all decisions within an organization that are related to people.
- Q5** What is the meaning of recruitment?
- A The process of identifying an individual from a pool of job applicants with the requisite qualifications and competencies to fill jobs in the organization.
 - B The procedure of matching organizational requirements with the skills and qualifications of people.
 - C The process of discovering potential candidates.
 - D The process of putting right men on the right job.
- Q6** What is the disadvantage of external recruitment?
- A Wrong selection.
 - B Cost effective.
 - C Adaptability.
 - D Limited choice.

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- Q7** The objective of appraisal in performance management refer to
- A The connection of opinion, comment and review.
 - B Discover the good behavior not an assumption.
 - C Extended of measuring individual performance.
 - D Maintain records in order to determine compensation packages, wage structure and salaries raises.
- Q8** The multiple-person evaluation method in selected evaluation technique refer to
- A Management By Objective (MBO).
 - B Essay evaluation.
 - C Forced-choice item.
 - D Graphic rating scale.
- Q9** What are the objectives of compensation management?
- A Function deal with salaries and benefits competitive to help both employers and employees.
 - B Function deal with reward for department contributes achievement in HR.
 - C Function deal with benefit for individual contribute performance organizational task.
 - D Function deal within kind benefit for department contributes achievement in HR.
- Q10** Why training is needed?
- A To give the compensation.
 - B Employee development for advancement.
 - C To evaluate the employee performance.
 - D One of the reward strategies.
- Q11** What is the experiential training method?
- A Lecture.
 - B Audio visual.
 - C Self-directed learning.
 - D On Job Training (OJT).
- Q12** Why training evaluation is important?
- A Identification of new and different perspectives on the training.
 - B No definite and closed action but continuous process.
 - C Requirement of considerable time and cost efforts for valid evaluation.
 - D Enhanced legitimation and rationality of the training.
- Q13** What is the role of government in Public Private Partnership (PPP)?
- A Set policy, identify opportunities and define objectives.
 - B Provide expertise and innovation.
 - C Provide a sufficient return to investors and other stakeholders
 - D Provide access to private financing as appropriate.

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- Q14** What is the concept of PPP?
- A Partnership between an agency of the government and the private sector in the delivery of goods or services to the public.
 - B Adhering to workplace procedures, following health and safety guidance, updating training records, and completing tasks to gain a qualification
 - C To provide students the opportunity to test their interest in a particular career before permanent commitments are made.
 - D To foster and coordinate the efforts of several kinds of people in different settings, and to influence others to achieve desired work-based learning goals
- Q15** What is the benefit of PPP?
- A Infrastructure or services delivered could be more expensive.
 - B Appropriate PPP project risks allocation enables to reduce the risk management expenditures.
 - C Profits of the projects can vary depending on the assumed risk, the level of competition, and the complexity and scope of the project.
 - D Increase the prices charged to the users of the infrastructure.
- Q16** What is the purpose of industrial training for TVET program?
- A A particular way of enabling students to learn by doing.
 - B To provides students hands-on experience with industry partners for a year.
 - C To acquaint the students formally to a real life work place environment and will help the students to explore the relationship between the knowledge & skills acquired in college with those required in the working situations.
 - D Elevate the students' knowledge and skills in a specific profession of their respective fields and at the same time produce graduates who are credible, creative and proficient.
- Q17** The meaning of Work-Based Learning is
- A An educational strategy that provides students with the opportunity to put theory into practice with real-life work experiences.
 - B Training in the public or private sector that is given to. a paid employee while he or she is engaged in productive work and that provides.
 - C Combines apprenticeships in a company and vocational education at a vocational school in one course.
 - D Program that offers good practical training in the specified time frame.
- Q18** 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 Mentoring
 - D Apprenticeship

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- Q19** What are the differences between HRM and HRD?
- A HRM is continuous function and HRD is routine function.
 - B HRM is managing to improve performance and HRD is managing to improve employee.
 - C HRM enhance employee performance and HRD increase company achievement.
 - D HRM is focus on organizational target and HRD is focus on individual employee.
- Q20** The function of and human resource management (HRM) as stated as follows except;
- A Describe the duties, responsibilities and operations of the job to hire the right employees.
 - B Establish equitable and fair remuneration for everyone.
 - C Achieving best practices in various industries include careful considering of safety and health concerns for employees.
 - D Describe the duties, responsibilities and operations of the job to hire the right employees.
- Q21** There are five types of functions in management. Motivating the employees and directing the activities refer to
- A Organizing.
 - B Staffing.
 - C Leading.
 - D Controlling.
- Q22** What are the differences between vision and mission of organization?
- A Vision is to define the purpose and mission is the action to manage particular of activities.
 - B Vision is expectation of what going to do with employee and mission is the expectation of what going to do with future action.
 - C Vision is what we expect to become as an organization at a particular future time and mission is expectation of what going to do in order to become the organization that envisioned.
 - D Vision is what we need to become as a human resource management goal at future time and mission is the explanation of the organization's reason for existence.
- Q23** Theory X managers tend to take a pessimistic view of their people, and assume that they are naturally unmotivated and dislike work. This style of management assumes that workers are
- A Have no incentive to work or ambition, and therefore need to be enticed by rewards to achieve goals.
 - B Seek and accept responsibility, and need little direction.
 - C Happy to work on their own initiative.
 - D View work as fulfilling and challenging.

- Q24** Theory Y management makes the following assumptions except
- A Most people are not ambitious, have little desire for responsibility, and prefer to be directed.
 - B The capacity for creativity spreads throughout organizations.
 - C Most people can handle responsibility because creativity and ingenuity are common in the population.
 - D Work can be as natural as play if the conditions are favorable.
- Q25** The process of recruitment and selecting employee in staffing organization steps as follows except
- A Job information, qualified applicant and accept position.
 - B Job information, provide good job deal, qualified applicant.
 - C Abilities need, qualified applicant, provide good job deal.
 - D Abilities need, job information, accept position.
- Q26** The steps of job analysis are
- A Compile job information, analyze job information, writing job description.
 - B Distribute job advertisement, conform job information, write job description.
 - C Distribute job information, update job criteria, write job description.
 - D Compile job description, analyze job criteria, write job information.
- Q27** The process of job analysis is
- A Gather background data, select representative the position analysis, job description, job specification.
 - B Gather background data, represent information of position analysis, job description, job specification.
 - C Gather background data, analyze job description, prepare job position, job specification.
 - D Gather background data, analyze job specification, prepare job description, analyze job position.
- Q28** The steps of recruitment process stated as follows, except
- A Make decision to recruit new employee.
 - B Conduct job analysis.
 - C Conduct induction once employee report duty.
 - D Conduct salary analysis.
- Q29** Selection test is an attempt to introduce some objectivity in the selection process. Which test is an attempt to measure capacity for comprehension, reasoning, word fluency, verbal comprehension, numbers, memory and space?
- A Performance test.
 - B Personality test.
 - C Intelligence test.
 - D Aptitude test.

- Q30** Compensation versus reward stated as follows, except
- A Reward part of compensation.
 - B Compensation offer monetary; reward can be non-monetary.
 - C Compensation ongoing process and reward once a year award.
 - D Compensation offer payment such as incentive; reward offer non-monetary such as vacation.
- Q31** Management by Objectives (MBO) process are
- A Reviewing, monitoring, reward
 - B Planning, monitoring, performance appraisal
 - C Evaluating, reward, performance appraisal
 - D Planning, reward, monitoring
- Q32** The factors influenced total reward strategy are
- A Employee social economy.
 - B Recognition from outside organization.
 - C The changes of management.
 - D Ability in using technology.
- Q33** The major part of compensation system are
- A Direct and indirect compensation.
 - B Salary and wages compensation.
 - C Retention and productivity compensation.
 - D Internal and external compensation.
- Q34** The principle of reward stated as follows except
- A Result with employer instinct.
 - B In line with organizational goals.
 - C Summative and formative based performance.
 - D Combination of compensate.
- Q35** What are the differences between training and development?
- A Training is limited to knowledge, skills and attitude of current job and development is future job task and overall growth.
 - B Training and development is long term period.
 - C Training is permanent in nature and development is temporary in nature.
 - D Training if for performance current job and development is for performance future job.
- Q36** The benefit of training and development as follows except
- A Investing in staff training and development boosts work satisfaction and morale.
 - B Employee turnover is reduced.
 - C Aids in the adoption of new technology and processes.
 - D Poor quality training can result in poor quality work.

- Q37** There are seven steps in designing effective training. Develop training materials refer to
- A Flip-chart, posters, computer.
 - B Coming to train with existing knowledge, experience.
 - C Identify a clear goal that training support.
 - D Only create training content and assessment directly to learning objectives.
- Q38** What is the disadvantage of Training Need Analysis (TNA)?
- A Can determine what kind of training is required in terms of skills, knowledge, abilities, competency and behavior of the employee.
 - B Can determine the population which needs the training most in order to perform well in the organization.
 - C Can help the company to improve their quality of services and thus helps in customer retention.
 - D Can be a time consuming process as it includes a lot of assessments and surveys.
- Q39** Training evaluation models are systematic frameworks for investigating and analyzing the effectiveness of training or learning journeys. There are the model have four levels of criteria which is reaction, learning, behavior, and results. This model is refer to
- A Anderson Model of Learning Evaluation.
 - B Kaufman's Model of Learning Evaluation.
 - C Brinkerhoff model.
 - D Kirkpatrick Model.
- Q40** What is the successful project implemented via PPP using Build Operate Transfer model in Malaysia?
- A Storm Water Management and Road Tunnel (SMART).
 - B Perdana University.
 - C International Islamic University Malaysia teaching hospital.
 - D PLUS Expressways.
- Q41** The challenge of PPP as follows except
- A High participant costs.
 - B Less employment positions.
 - C Investment opportunities.
 - D Reduce the project accountability.
- Q42** In PPP, what is the governments' contract for educational service?
- A Infrastructure and building maintenance.
 - B Support services (meals and transportation).
 - C Student places in private school by contracting with school to enroll specific students.
 - D School management (financial and human resource management).

- Q43** The government grants the right to finance, design, build, operate and maintain a project to a private entity, which retains ownership of the project. The private entity is not required to transfer the facility back to the government. Which one of the PPP construction projects match with the statement above?
- A Build Operate Transfer (BOT).
 - B Build Own Operate Transfer (BOOT).
 - C Build Own Operate (BOO).
 - D Design-Build (DB).
- Q44** The principle of successful PPP as follows except
- A Be clear on the risks and rewards for all parties.
 - B Create a separate vision.
 - C Make sure all parties do their homework.
 - D Communicate early and often.
- Q45** The process of learning that is occurred through work. The learning place and workplace are identical and the actual learning takes place at the workplace or in the work process. Which one of the learning methods match with the statement above?
- A Work-Based Learning.
 - B Work-Oriented Learning.
 - C On Job Training.
 - D Work-Integrated Learning.
- Q46** This method is also known as training through step by step. Under this method, trainer explains the trainee the way of doing the jobs, job knowledge and skills and allows him to do the job. The trainer appraises the performance of the trainee, provides feedback information and corrects the trainee. Which one of on job training methods matches with the statement above?
- A Apprenticeship.
 - B Job rotation.
 - C Job instruction.
 - D Coaching.
- Q47** What is the disadvantage of OJT?
- A Faster training with real experience.
 - B Large number of trainees can be trained at once.
 - C Quality depends on ability of trainer and time available.
 - D Provide an opportunity for networking.
- Q48** What is the benefit of job rotation?
- A Encourages job generalization (rather than specialization).
 - B Experienced workers may be reluctant or unwilling to learn new job skills and rotate.
 - C Increases understanding of all aspects and steps of production.
 - D Time required acquainting workers to a new process.

- Q49** Workplace Learning is a structured work experience program that provides an opportunity for students to get some first hand, on the job experience or training except
- A Allows employers to help young people understand the workplace as well as careers and job opportunities and directions in their industry.
 - B Widens student's practical experience of workplaces and offer them to be as their worker without finishing the studies.
 - C Gives students an understanding of what attitudes and skills employers are looking for and what training and further education is required.
 - D Gives students experience of a workplace and help them learn quickly and powerfully about the changing nature of work and workplaces.
- Q50** What is the advantage of off-the-job training?
- A Easy to organize and can be completed at short notice.
 - B A wider range of skills or qualifications can be obtained.
 - C It can be tailored to the needs of the business.
 - D An economical way of learning
- Q51** What is the definition of human resource management (HRM)?
- I Concerned with people at work
 - II Within the organization
 - III Seeks to bring men and women together
 - IV Contributes in achieving success
- A I and II
 - B I, II and III
 - C II and III, IV
 - D I, II, III and IV
- Q52** Human resource department (HRD) goals are usually connect with
- I Skill development
 - II knowledge enhancement
 - III Given information for compensation
 - IV Increasing the competency of employees
- A I and II
 - B I, II and III
 - C I, II and IV
 - D I, III and IV
- Q53** What is the characteristic of Theory Y managers?
- I Pay attention to individual needs
 - II Unlikely to be authoritarians
 - III Boost morale of workers through incentives and rewards
 - II Need external control

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

Q54 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

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

Q55 HR manager ensures that the company has the

- I Right people
- II Right capabilities
- III Right time
- IV Right place

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

Q56 What is the advantage of internal recruitment?

- I Cost effective
- II Increase employee morale
- III Adaptability
- IV Better selection

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

Q57 What are the types of compensation?

- I Payment basis
- II Retiree plan
- III Benefits
- IV Sharing with subordinate

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

Q58 What is the traditional method of performance appraisal?

- I Human asset accounting
- II Checklist
- III Forced distribution method
- IV Assessment center

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

Q59 Training help to bridge the gap of

- I Psychomotor
- II Skill
- III Knowledge
- IV Attitude

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

Q60 Why training is needed in an organization?

- I New employees orientation
- II New job requirement or process
- III Remediation
- IV Employee development for advancement

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

Q61 What is the benefit of PPP in TVET?

- I More accessibility to vocational education
- II Better system level of governance in vocational education
- III Innovative form of collaboration, efficiency and technology
- IV Promotes infrastructure development and local development

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

Q62 What is the characteristic of Design-Build-Finance-Operate (DBFO) model in PPP?

- I The private sector partner designs and builds the infrastructure to meet the public sector partner specification
- II The private sector partner designs finances and contracts a new infrastructure component and operates/maintains under long-term lease
- III The private-sector partner transfers the infrastructure component to the public-sector partner when the lease is up
- IV The private-sector partner, builds, owns and operate the infrastructure

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

Q63 What is the on-the-job training (OJT) method?

- I Job assignment
- II Job instruction
- III Job rotation
- IV Job description

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

Q64 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

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

- Q65** 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

Questions 66 to 80 are based on True (A) and False (B). Choose the answer either A or B

- Q66** To reach its goals, the organization management use Planning, Organizing, Staffing, Directing, and Controlling functions.
- A True.
 - B False.
- Q67** AMO Theory: Ability, Motivation & Opportunities is one of the HRM theories.
- A True.
 - B False.
- Q68** HRD is an independent entity in itself. It comprises of different sections inclusive of recruitment and retention, HRD, compensation, performance, appraisal management, etc.
- A True.
 - B False.
- Q69** Recruitment is the process of searching for prospective employees and stimulating them to apply for jobs in the organization.
- A True.
 - B False.
- Q70** Selection is the process of finding and hiring the best qualified candidate for a job opening in a timely and cost-effective manner.
- A True.
 - B False.
- Q71** The 7 stages of the selection process is application, screening and pre selection, interview, assessment, reference and background checking, client interview and decision.
- A True.
 - B False.

- Q72** Performance feedback is two way communication delivered constructively between two parties contributing to positive outcome
A True.
B False.
- Q73** The participant feedback and feel about the training program conducted is reaction level in measuring training effectiveness.
A True.
B False.
- Q74** Competency Based Training (CBT) is an approach to vocational training that emphasizes what a person can actually do in the workplace as a result of education and training
A True
B False
- Q75** The Training Needs Analysis (TNA) helps organization to find out the gap in terms of skills and training in their existing employees to perform the current and upcoming Jobs efficiently.
A True.
B False.
- Q76** PPP involves a contract between public sector authority, educational sector and private party in which the private party provides a public service or project substantial financial, technical and operational risk in the project
A True
B False
- Q77** The private-sector partner is granted authorization to finance, design, build and operate an infrastructure component for a specific period time, after which ownership is transferred back to the public-sector partner, is refer to Design-Build (DB) models in PPP.
A True.
B False.
- Q78** Work-oriented learning is the process of learning that is occurred through work. The learning place and workplace are identical -the actual learning takes place at the workplace or in the work process.
A True.
B False.
- Q79** Coaching is a developmental approach to working and interacting with other people. It can help people develop their personal capabilities, interpersonal skills and capacity to understand and empathize with others.
A True.
B False.

Q80 Work-based learning (WBL) is an educational strategy that provides students with real-life work experiences where they can apply academic and technical skills and develop their employability.

- A True.
- B False.

-END OF QUESTION-