



# **UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

## **FINAL EXAMINATION SEMESTER II SESSION 2009/2010**

SUBJECT NAME : ENTERPRISE RESOURCE  
PLANNING  
SUBJECT CODE : BIT 3053  
COURSE : 3 BIT  
DATE : APRIL / MAY 2010  
DURATION : 2 HOURS AND 30 MINUTES  
INSTRUCTION : ANSWER ALL QUESTIONS.

THIS PAPER CONTAINS FIVE (5) PAGES

Instruction: Answer **ALL** questions.

- Q1** Define each of the following terms:
- (a) Best of Breed approach (3 marks)
  - (b) Clean Slate Re-engineering (3 marks)
  - (c) Technology Enabled Re-engineering (3 marks)
  - (d) 'Vanilla' implementation (3 marks)
- Q2**
- (a) Define Enterprise Resource Planning. (4 marks)
  - (b) Differentiate between business function and business process. (4 marks)
- Q3**
- (a) Explain **TWO (2)** characteristics of Enterprise Resource Planning. (4 marks)
  - (b) Explain **TWO (2)** advantages and **TWO (2)** disadvantages of implementing an Enterprise Resource Planning system. (8 marks)
- Q4**
- (a) Explain **THREE (3)** critical success factors in the Enterprise Resource Planning system implementation phase. (6 marks)
  - (b) Describe the pre-planning process that the company has to undertake before choosing an ERP software package using appropriate diagram. (10 marks)
- Q5**
- (a) Explain **TWO (2)** benefits of using the Internet-based procurement. (8 marks)
  - (b) Explain how the business-to-business e-commerce is replacing the traditional intermediary. (4 marks)

**Q6** Given the following Human Resources Process:

The current recruitment process for Naomei Photography takes approximately 90 days. It begins when a manager has a need for a position. The manager must complete a requisition and send it to the Human Resource (HR) department. HR reviews and assigns a number to the requisition and returns it to the manager for approval. He approves it, obtains the appropriate signatures, and then returns it to HR.

Next, HR creates a job posting and announces the position internally first through the company's Intranet, or bulletin boards of current job openings. They collect responses for eight days. HR also solicits resumes from external sources by advertising. HR prescreens resumes and forwards data on qualified candidates to the hiring manager for review. The hiring manager notifies HR of candidates to interview. She also conducts phone screens; if the phone screen is promising, HR coordinates and schedules an on-site interview. Candidates interview with the hiring manager and with HR. HR records the interviews in an applicant flow log.

Once a candidate is selected for hire, HR and the hiring manager prepare an offer and the background check is initiated. The hiring manager then must approve the offer and obtain the required signatures on an internal associate data/change form. Subsequently, she must extend the offer verbally to the candidate while HR sends the written offer, including a start date for work. Once the applicant accepts the offer, a drug screening is scheduled with the candidate, who must also sign and return the offer letter to HR. HR notifies the hiring manager of the candidate's acceptance. Finally, if the drug test comes back negative, the new employee completes 'new-hire' orientation on the date hired.

Develop an Event Process Chains (EPC) diagram.

(20 marks)

Arahan: Jawab **SEMUA** soalan.

- S1** Berikan definisi terma berikut:
- (a) Pendekatan *Best of Breed* (3 markah)
  - (b) Kejuruteraan Semula *Clean Slate* (3 markah)
  - (c) Kejuruteraan Semula Pemangkin Teknologi (3 markah)
  - (d) Implementasi 'Vanilla' (3 markah)
- S2**
- (a) Berikan definisi Perancangan Sumber Enterprise. (4 markah)
  - (b) Berikan perbezaan diantara fungsi perniagaan dan proses perniagaan. (4 markah)
- S3**
- (a) Terangkan **DUA (2)** ciri-ciri Perancangan Sumber Enterprise. (4 markah)
  - (b) Terangkan **DUA (2)** kelebihan dan **DUA (2)** kekurangan pengimplementasian Perancangan Sumber Enterprise. (8 markah)
- S4**
- (a) Terangkan **TIGA (3)** faktor kritikal kejayaan di dalam fasa implementasi bagi sistem Perancangan Sumber Enterprise. (6 markah)
  - (b) Jelaskan proses pra-perancangan yang perlu dilakukan oleh sesebuah syarikat sebelum memilih pakej perisian Perancangan Sumber Enterprise dengan menggunakan rajah yang sesuai, (10 markah)
- S5**
- (a) Terangkan **DUA (2)** faedah menggunakan perolehan berasaskan Internet. (8 markah)
  - (b) Terangkan bagaimana e-dagang jenis perniagaan-kepada-perniagaan menggantikan aktiviti perantaraan tradisional. (4 markah)

S6 Diberikan proses Sumber Manusia seperti berikut:

Proses pengambilan pekerja pada masa ini bagi Naomei Photography mengambil masa kira-kira 90 hari. Ia bermula apabila seorang pengurus memerlukan seorang pekerja baru. Pengurus perlu meletakkan syarat dan keperluan bagi bakal pekerja baru dan menghantarnya ke jabatan Sumber Manusia (SM). Jabatan SM akan menyemak dan menetapkan bilangan syarat kemudian memulangkan semula kepada pengurus berkenaan untuk pengesahan. Kemudian pengurus akan mengesahkan, mendapatkan jawatan yang sesuai, dan seterusnya memulangkan semula kepada jabatan SM.

Kemudian, SM akan mengeluarkan jawatan baru dan mengumumkan jawatan tersebut secara dalaman dahulu melalui Intranet syarikat, atau papan bulletin tentang jawatan kosong semasa. Mereka akan mengumpulkan maklum balas dalam masa lapan hari. SM juga mendapatkan resume daripada sumber luar melalui pengiklanan. SM akan membuat saringan pertama terhadap resume dan menghantar data calon yang layak kepada pengurus perjawatan untuk saringan seterusnya. Pengurus perjawatan akan memaklumkan SM beberapa calon untuk ditemuduga. SM akan menemuduga pertama kali dengan menggunakan panggilan telefon; sekiranya kata maklumbalas telah didapati, SM akan menggunakan jadual temuduga secara berturutan. SM perlu memaklumkan tawaran kerja kepada calon secara lisan, manakala surat tawaran bertulis akan diberi pada hari pertama melapor diri bekerja. Apabila calon menerima tawaran tersebut, saringan dadah akan diatur untuk calon, yang mana surat tawaran dan borang-borang lain perlu dihantar semula kepada SM. SM akan memaklumkan kepada pengurus perjawatan tentang penerimaan tawaran kerja oleh calon tersebut. Akhir sekali, sekiranya keputusan saringan dadah adalah negatif, pekerja baru telah pun melengkapkan proses 'suai kenal' pada hari pertama bekerja.

Bina rajah *Event Process Chains (EPC)*.

(20 markah)