



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HRM2014 Staffing Organisation**
Semester & Year : May – August 2022
Lecturer/Examiner : Wan Ahmad Asrar Nik @ Wan Yahya
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (60 marks) : **FOUR (4) short answer questions. Answers are to be written in the Answer Booklet provided.**
PART B (40 marks) : **TWO (2) essay questions. Answers are to be written in the Answer Booklet provided.**
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple-choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College 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 accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

PART A
INSTRUCTION (S)

: SHORT ANSWER QUESTIONS (60 MARKS)

: Answer all **FOUR (4)** short answer questions.

Write your answers in the Answer Booklet (s) provided.

Question 1

Staffing begins with a joint interaction between the applicant and the organization. The applicant seeks the organization and job opportunities within it, and the organization seeks applicants for job vacancies it has or anticipates having. The core staffing process has several components that represent steps and activities.

- a. Define staffing. (1 mark)
- b. Describe **FIVE (5)** staffing system components. (10 marks)
- c. State **FOUR (4)** person-organization match impacts on human resources. (4 marks)

[Total: 15 marks]

Question 2

Human resource (HR) planning involves learning about the employment environment, determining how many employees an organization will need in the future, and assessing the availability of employees in both the internal and external markets including forecasting HR requirements and availabilities, determining employee shortages and surpluses, and developing action plans.

- a. Explain how environment influences the planning process. (5 marks)
- b. Describe **FOUR (4)** basic elements of human resource planning. (8 marks)
- c. Provide **TWO (2)** relevant examples of statistical techniques used to predict future HR requirements. (2 mark)

[Total: 15 marks]

Question 3

The goal of the measurement process is to produce a number or score for a given attribute, which can then be used to differentiate candidates and make decisions about them. Thus, information about these attributes is then used to make decisions about who to hire, who to promote, and how to reward an employee for good performance.

- a. Define staffing measurement. (1 mark)
- b. Describe **SIX (6)** steps involved in the general process of the use of measures in staffing. (12 marks)
- c. State **TWO (2)** scales of measurement that can be used to measure attributes. (2 marks)

[Total: 15 marks]

Question 4

The establishment of effective systems for retaining employees is a crucial part of the staffing process. Retention management seeks to ensure that the organization is able to keep enough employees with important knowledge, skill, ability, and other characteristics (KSAOs) to generate future success.

- a. Describe the followings:
- i. **TWO (2)** types of employee turnover. (4 marks)
 - ii. **THREE (3)** causes of employee turnover. (6 marks)
- b. Explain how a company can retain highly productive employees. (5 marks)

[Total: 15 marks]

END OF PART A

PART B**: ESSAY QUESTIONS (40 MARKS)****INSTRUCTION (S)**: Answer all **TWO (2)** essay questions.

Write your answers in the Answer Booklet (s) provided.

Question 1

XYZ Sdn. Bhd. plans to hire a marketing executive next year. Job descriptions for the company were written by a consultant about eight years ago. They have never been revised and are hopelessly outdated. The job of marketing executive does not even have a job description. As general manager, Mr. Ahmad is responsible for all human resource (HR) management matters, but he has little time to devote to them. To get a better grip on HR responsibilities, Mr. Ahmad has hired you as a part-time HR intern. He has a gut feeling that the job descriptions need to be updated, and has assigned this project to you. He wants you to prepare a brief proposal that he can take to the management for approval.

- a. Demonstrate **FIVE (5)** job descriptions and **FIVE (5)** job specifications for the job. (10 marks)
- b. Compare **FIVE (5)** advantages and **FIVE (5)** disadvantages of using social recruitment sources. (10 marks)

[Total: 20 marks]

Question 2

Currently, XYZ Sdn. Bhd. provides each job offer receiver with a generous benefits package plus what it deems to be a competitive salary that is non-negotiable. Most of those who reject the offer are the highest-quality applicants who take jobs in larger, more established manufacturing firms that provide somewhat below-market salaries but high-upside monetary potential through various short-term variable-pay programs, plus rapid promotions.

- a. Since XYZ Sdn. Bhd. has considerable discretion in the content of the offers that it puts together to present to finalists, examine **FIVE (5)** issues of the job offer. (10 marks)
- b. Clarify **FIVE (5)** employee rights under the Malaysia Employment Act 1955. (10 marks)

[Total: 20 marks]

END OF EXAM PAPER