Course Name (English)	PERSONNEL ADMINISTRATION AND MANAGEMENT APPROVED
Course Code	ASM503

MQF Credit	4

Course Description	This course examines the role of administrative office manager's role in managing people and human resource activities effectively. It provides an understanding of workforce trends, laws affecting human resource management, and job analysis. In addition, the course covers the important role in managing people and human resource, specifically recruitment and the selection process, as well as employee orientation, training & development, appraisals and compensation.

Transferable Skills	Demonstrate ability to identify and articulate self skills, knowledge, and understanding confidently and in a variety of context. also, demonstrate professional skills, knowledge and competencies.

Teaching Methodologies	Lectures, Blended Learning, Seminar/Colloquium, Case Study, Discussion

CLO		
	CLO1	To discuss an overview of the field of human resource management
	CLO2	To identify the various challenges and environment that must be considered in managing human resource
	CLO3	To recognize the important role of the administrative office manager's functions in the recruiting, selecting and retaining the workforce

Pre-Requisite Courses	No course recommendations

Topics
1. CHALLENGES AND WORKFORCE TRENDS 1.1) Why Study Human Resources Management? 1.2) Human Capital and HRM 1.3) Strategic and Global Challenges 1.4) Responding Strategically to Changes in the Marketplace 1.5) Competing, Recruiting and Staffing Globally 1.6) Setting and Achieving Corporate Social Responsibility and Sustainability Goals 1.7) Technology Challenges 1.8) Productivity and Cost Challenges 1.9) Responding to the Demographic and Diversity Challenges of the Workforce 1.10) Adapting to Education Shifts Affecting the Workforce 1.11) Adapting to Cultural and Society Changes Affecting the Workforce
2. EMPLOYMENT LAWS 1955 2.1) Coverage of the Employment Act 2.2) Individual Employment Contracts 2.3) Notice to Terminate a Contract 2.4) Termination for Misconduct 2.5) Breach of Contract 2.6) Payment of Wages 2.7) Maternity Protection 2.8) Working Hours and Leave 2.9) Termination Benefits 2.10) Employment of Foreigners 2.11) The Social Security Law

3. HUMAN RESOURCE PLANNING
3.1) Strategic Planning and Human Resources
3.2) Step One: Mission, Vision, and ValuesVision and Values
3.3) Step Two: External Analysis (Environmental Scanning)
3.4) Step Three: Internal Analysis (Forecasting)
3.5) Forecasting
3.6) Forecasting a Firm's Demand for Employees
3.7) Forecasting the Supply of Employees

4. JOB ANALYSIS AND JOB REQUIREMENT
4.1) HRM Functions Affected by a Job Analysis
4.2) Major Parts of the Job Analysis
4.3) Strategic HR Planning
4.4) Sources of Job Analysis
4.5) Methods used to Collect Job Analysis Data
4.6) Sources of Job Analysis Data
4.7) Part /key elements of Job Descriptions
4.8) Problems with Job Descriptions-
4.9) Writing Clear and Specific Job Descriptions
4.10) Job Design

5. EMPLOYEE RECRUITMENT
5.1) EMPLOYEE RECRUITMENT
5.2) External Recruiting Methods
5.3) Internal Recruiting Methods
5.4) Improving the Effectiveness of Recruiting

6. EMPLOYEE SELECTION
6.1) Begin with a Job Analysis
6.2) Steps in the Selection Process
6.3) Obtaining Reliable and Valid Information
6.4) Initial Screening
6.5) Cover Letters and Resumes
6.6) Internet Checks and Phone Screening
6.7) Application Forms
6.8) Types of Interviews
6.9) Methods for Administering Interviews
6.10) Post-Interview Screening
6.11) Reference Checks
6.12) Background Checks
6.13) Preemployment Tests
6.14) Determining the Validity of Tests
6.15) Reaching a Selection Decision

7. EMPLOYEE TRAINING AND DEVELOPMENT
7.1) Systems Approach to Training
7.2) Phase 1: Conducting the Needs Assessment
7.3) Organizational Analysis
7.4) Task Analysis
7.5) Person Analysis
7.6) Phase 2: Designing the Training Program
7.7) Developing Instructional Objectives
7.8) Assessing the Readiness and Motivation of Trainees
7.9) Incorporating the Principles of Learning
7.10) Characteristics of Instructors
7.11) Phase 3: Implementing the Training Program
7.12) Phase 4: Evaluating the Training Program
7.13) Additional Training and Development Programs

8. EVALUATE EMPLOYEE PERFORMANCE
8.1) Performance Management Systems
8.2) Steps in the Performance Management Process
8.3) The Purposes of Performance Appraisal
8.4) Why Performance Appraisal Management Systems Sometimes Fail
8.5) Developing an Effective Appraisal Program
8.6) What are Performance Standards
8.7) Do Your Evaluations Comply with the Law?
8.8) Who Should Appraise Performance?
8.9) Putting It All Together: 360-Degree Appraisal
8.10) Training Appraisers
8.11) Eliminating Rating Errors
8.12) Feedback Training
8.13) Performance Evaluation Meetings and Feedback Sessions
8.14) Types of Performance Evaluation Meetings and Feedback Sessions
8.15) Conducting the Performance Evaluation Meeting or Feedback Session
8.16) Improving Performance
8.17) Identifying the Source of Ineffective Performance

8.18) Performance Diagnosis
8.19) Managing Ineffective Performance
8.20) Focus on Changing the Behavior, Not the Person

9. EMPLOYEE COMPENSATION
9.1) What is Compensation?
9.2) Strategic Compensation
9.3) Linking Compensation to Organizational Objectives
9.4) The Pay-for-Performance Standards
9.5) Motivating Employees through Compensation
9.6) Pay Equity
9.7) Expectancy Theory and Pay
9.8) Pay Secrecy
9.9) The Bases for Compensation
9.10) Compensation Design – The Pay Mix
9.11) Internal Factors
9.12) External Factors

10. EMPLOYEE BENEFITS
10.1) Elements of a Successful Benefits Program
10.2) Selecting Benefits
10.3) Flexible Benefits (Cafeteria Plans)
10.4) Administrative Benefits
10.5) Communicating Employee Benefits
10.6) Work-Life Discretionary Benefits
10.7) Child and Elder Care
10.8) Payment for Time Not Work
10.9) Vacations with Pay
10.10) Paid Holidays
10.11) Sick Leave
10.12) Sabbaticals
10.13) Severance Pay
10.14) Supplemental Unemployment Benefits

Assessment Breakdown	%
Continuous Assessment	60.00%
Final Assessment	40.00%

Details of Continuous Assessment	Assessment Type	Assessment Description	% of Total Mark	CLO
	Assignment	Case Study	15%	CLO3
	Assignment	Reflection Paper	15%	CLO2
	Individual Project	Group Project	30%	CLO3

Reading List	Recommended Text	• **Snell, S. A. and Bohlander, G. W 2016,** *Principles of Human Resource Management. 17th Edition, Ohio: Thomson South-Western.*, **17th Ed., Cengage Learning Asia Pte Ltd Singapore** • **Maimunah Aminuddin 2003,** *Malaysian Industrial Relations and Employment Law*, **4 Ed., McGraw-Hill (Malaysia) Sdn. Bhd** • **Dessler, G 2011,** *Human Resource Management*, **12 Ed., Prentice Hall New Jersey**
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	