

Chapter 9

Human Resources Management

Answer Key

Part 1: Content Review

Matching

1. E
2. A
3. J
4. G
5. H
6. B
7. C
8. I
9. F
10. D

Multiple Choice

1. D
2. A
3. C
4. B
5. A
6. A
7. D
8. B
9. C
10. D

Completion

1. job analysis
2. recruiting
3. professional development
4. wages
5. piecework
6. downsizing
7. labor union
8. family leave
9. diversity
10. corporate or organizational culture

Part 2: Concept Review

Open Response

1. A job application form is filled out by a candidate who responds to a job posting. This application typically asks for a candidate's work experience and personal information. Work-related information includes dates of employment at previous organizations, position held, degrees earned, and the reason for leaving previous jobs. Personal information includes the applicant's name, address, phone number, and social security number.
2. Human resources management (HRM) is the process of hiring, training, and developing employees. Human resources planning is the process of creating a strategy to meet the employment needs of a company. HRM consists of five basic functions: recruiting and hiring, training and development, compensation, performance evaluation, and legal compliance.
3. An important function of HRM is staying up-to-date with changes in labor laws and regulations. Employment laws change often and may be different from state to state. HR is often responsible for training managers to ensure they understand and follow the various laws. Areas of HR laws and policies include working conditions and hours, tax allowances, minimum wage and overtime, discrimination policies, family and medical leave.
4. According to Psychologist Frederick Herzberg, factors that motivate employees and lead to job satisfaction are different from those that cause employee dissatisfaction. To explain the difference, he developed the motivation/hygiene theory. Motivation factors are factors that lead to employee satisfaction. These include recognition of work well done, achievement, and opportunity for growth and advancement. Hygiene factors are factors that, when adequate, do not lead to increased employee satisfaction. These factors include physical working conditions, company policies, job benefits, and job security. Personal motivation plays a major part in the productivity of employees.
5. Workplace discrimination occurs when an individual is treated unfairly because of his or her race, gender, religion, national origin, disability, or age. It is illegal for an employer to discriminate during any part of the employment process. Harassment is uninvited conduct toward a person based on his or her race, color, religion, sex, national origin, age, or disability. Harassment becomes unlawful when enduring offensive conduct becomes a condition of employment or conduct creates a work environment that a reasonable person would consider intimidating, hostile, or abusive.

Part 3: Math Skills

Multiplication

1. $\$29.85 \times 6 = \179.10
2. (a.) $\$24.95 \times 12 = \299.40
(b.) $\$299.40 - \$179.10 = \$120.30$
3. First calculate the number of chew sticks:
 $4 \times 24 = 96$

Then multiply the number of sticks by the unit price

$$\begin{array}{r} 3.20 \\ \times 96 \\ \hline 1920 \\ +28800 \\ \hline \$307.20 \end{array}$$

4. (a.) $\$9.25 \times 8 = \74.00
(b.) $\$12.25 \times 12 = \147.00
(c.) $\$19.75 \times 18 = \355.50
(d.) $\$74.00 + \$147.00 + \$355.50 = \576.50
- 5.

$$\begin{array}{r} \$129.99 \\ \times 11 \\ \hline 12999 \\ + 129990 \\ \hline \$1429.89 \end{array}$$

Part 4: Communication Skills

Reading Questions

1. By being an Equal Opportunity Employer, Northwest's policy is to give equal opportunity to all qualified individuals without regard to race, color, religion, gender, age, national origin, ancestry, marital status, sexual orientation, the presence of any sensory, mental, or physical disability as outlined in the Americans with Disabilities Act.
2. All individuals are treated equally in all other respects without regard to their status as a member of any protected class.
3. It shall be the responsibility of every supervisor and management team member to further the implementation of this policy and ensure compliance by his or her subordinates.