

## CHAPTER

# 9

# Human Resources Management

## Part 1: Content Review

### Matching

*Write the letter of the correct term for each definition on the line provided.*

#### Terms

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|--------------------|-------------------|
| A. human resources | F. benefit        |
| B. job description | G. flextime       |
| C. salary          | H. discrimination |
| D. commission      | I. harassment     |
| E. arbitration     | J. telecommuting  |

- \_\_\_\_\_ 1. A third party reviews the case made by both sides of a negotiation.
- \_\_\_\_\_ 2. The employees who work for a business.
- \_\_\_\_\_ 3. An arrangement where employees work away from the business site.
- \_\_\_\_\_ 4. A policy allowing employees to adjust work schedules to better match personal schedules.
- \_\_\_\_\_ 5. When an individual is treated unfairly because of his or her race, gender, religion, national origin, disability, or age.
- \_\_\_\_\_ 6. Defines the position and expectation for a job.
- \_\_\_\_\_ 7. A fixed payment for work and is expressed as an annual figure.
- \_\_\_\_\_ 8. Uninvited conduct toward a person based on his or her race, color, religion, sex, national origin, age, or disability.
- \_\_\_\_\_ 9. A form of noncash compensation received in addition to a wage or salary.
- \_\_\_\_\_ 10. Income paid as a percentage of sales made by a salesperson.

# Multiple Choice

Place the letter of the correct answer to each question on the line provided.

- \_\_\_\_\_ 1. Which of the following is *not* a human resources management function?
- A. Recruiting and hiring
  - B. Training and development
  - C. Compensation
  - D. Scheduling resources
- \_\_\_\_\_ 2. Recruiting and hiring involves which of the following functions?
- A. Conducting interviews
  - B. Job-specific training
  - C. Professional development
  - D. Arbitration
- \_\_\_\_\_ 3. Which of the following would *not* be considered an employee benefit?
- A. Medical insurance
  - B. Childcare
  - C. Salary
  - D. Retirement plan
- \_\_\_\_\_ 4. Incentives are a type of compensation based on \_\_\_\_\_.
- A. age
  - B. performance
  - C. tax bracket
  - D. ergonomics
- \_\_\_\_\_ 5. A formal negotiation process between management and unions to resolve issues is called \_\_\_\_\_.
- A. collective bargaining
  - B. strike
  - C. mediation
  - D. arbitration
- \_\_\_\_\_ 6. The most common laws affecting Human Resources Management involve \_\_\_\_\_.
- A. fair and equal treatment and working conditions
  - B. training and development
  - C. performance evaluation
  - D. job analysis
- \_\_\_\_\_ 7. \_\_\_\_\_ is one way an organization may offer employees to balance job and family life responsibilities.
- A. Vacation time
  - B. Mutual reliance
  - C. Overtime
  - D. Telecommuting
- \_\_\_\_\_ 8. According to Maslow's Hierarchy of Needs, needs motivate \_\_\_\_\_.
- A. tax allowances
  - B. people to act
  - C. people to strike
  - D. legal compliance

Name \_\_\_\_\_

- \_\_\_\_\_ 9. A common characteristic of effective employer/employee relationships is mutual \_\_\_\_\_.  
A. training  
B. arbitration  
C. respect  
D. orientation
- \_\_\_\_\_ 10. Which of the following would involve ergonomics?  
A. More visible safety signs  
B. Better compensation  
C. Mutual reliance  
D. Comfortable computer stations

## Completion

*In the space provided, write the word(s) that best completes each of the following statements.*

- \_\_\_\_\_ 1. A \_\_\_\_\_ is a process that identifies the job requirements for a position, employee qualifications, and how success will be evaluated.
- \_\_\_\_\_ 2. The strategy used to find people who are qualified for a position is \_\_\_\_\_.
- \_\_\_\_\_ 3. Education for people who have already completed their formal schooling and training is \_\_\_\_\_.
- \_\_\_\_\_ 4. Payment for work that is usually calculated on a hourly, daily, or weekly basis is called \_\_\_\_\_.
- \_\_\_\_\_ 5. A wage based on a rate per unit of work completed is \_\_\_\_\_.
- \_\_\_\_\_ 6. A general reduction in the number of employees within a company is \_\_\_\_\_.
- \_\_\_\_\_ 7. A group of workers united as a single body to protect and advance the rights and interests of its members is a(n) \_\_\_\_\_.
- \_\_\_\_\_ 8. Time off from work designated for certain life events is \_\_\_\_\_.
- \_\_\_\_\_ 9. People from different backgrounds, cultures, and demographics coming together in a group is \_\_\_\_\_.
- \_\_\_\_\_ 10. The term \_\_\_\_\_ describes how the owners and employees of a company think, feel, and act as a business.

Name \_\_\_\_\_

## Part 2: Concept Review

### Open Response

*Write your response to each of the following statements or questions in the space provided.  
Use complete sentences.*

1. What is a job application form? What information is typically included on this form?

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2. Describe the role of human resources management (HRM) for a business or organization.

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3. Describe the HRM function of legal compliance. What are some areas of HR laws and policies?

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Name \_\_\_\_\_

4. What is the motivation/hygiene theory? Explain how this relates to corporate culture.

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5. Many US laws describe the proper treatment expected for employees in the workplace. Explain the difference between discrimination and harassment in the workplace.

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Name \_\_\_\_\_

## Part 3: Math Skills

### Multiplication

Math is an integral part of a businessperson's skill set. One of the most commonly used math applications is multiplication. Multiplication is a method of adding a number to itself a given number of times. The multiplied numbers are called *factors*, and the result is called the *product*. For example, suppose you want to purchase five pens that cost \$3 each. The total cost can be found by adding \$3 five times:

$$\$3 + \$3 + \$3 + \$3 + \$3 = \$15$$

However, the same answer is found more quickly by multiplying \$3 times 5:

$$\$3 \times 5 = \$15$$

To multiply decimals, place the numbers in a vertical list. Then multiply each digit of the top number by the right-hand bottom number. Multiply each digit of the top number by the bottom number in the tens position. Place the result on a second line and add a zero to the end of the number. Add those two lines together to find your answer. Finally, add the total number of decimal places in both numbers you are multiplying. This will be the number of decimal places in your answer. For example, suppose you buy 12 notebooks which cost \$2.60 each. The total cost is found by multiplying \$2.60 by 12:

$$\begin{array}{r} \$2.60 \\ \times 12 \\ \hline 520 \\ + 2600 \\ \hline \$31.20 \end{array}$$

Answer the following multiplication problems.

1. You buy six tickets to a local music festival at \$29.85 each. What is the total cost?

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2. Refer to the previous problem. The music festival is running a special promotion. If you buy at least a dozen tickets, the price is only \$24.95 each. You buy 12 tickets.

- a. What is the total cost?

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- b. How much more does it cost to double your purchase from 6 to 12 tickets?

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Name \_\_\_\_\_

3. Pet Express receives an order for 4 cases of large chew sticks. There are 24 sticks in a case and each chew stick is priced at \$3.20. What is the total cost of the order?

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4. Pet Express receives an order for three different sizes of Maxi Fresh Cat Litter. Calculate the order cost for each of the following sizes:

- a. 8 pound bag

Cost: \$9.25

Number ordered: 8

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- b. 12 pound bag

Cost: \$12.25

Number ordered: 12

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- c. 20 pound bag

Cost: \$19.75

Number ordered: 18

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- d. What is the total amount of this order?

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5. Yard Master receives an order for 11 backyard fence kits priced at \$129.99 each. What is the total cost of the order?

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Name \_\_\_\_\_

## Part 4: Communication Skills

### Reading

Reading skills are skills that can never truly be mastered. As long as you work on it, you can always improve reading skills. Read the passage that follows and focus on the content. After you have read the passage, answer the questions that follow in the space provided.

#### Equal Employment Opportunity Policy

Northwest Product Company (Northwest) is an Equal Opportunity employer. It is the policy of Northwest 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.

All employment practices shall provide that all individuals be recruited, hired, trained, assigned, advanced, compensated, and retained on the basis of their qualifications, job performance, and other business-related criteria only and treated equally in all other respects without regard to their status as a member of any protected class. 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.

Supervisory and management personnel, as well as those responsible for hiring new employees, must take affirmative action in the elimination of any possible discrimination toward employees and applicants for employment with Northwest in all categories and levels of employment and employee relations.

### Reading Questions

1. What does it mean for Northwest to be an Equal Opportunity Employer?

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2. How are individuals who are members of a protected class treated by Northwest?

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Name \_\_\_\_\_

3. Within the Company, who is responsible for making sure that equal opportunities are available for all?

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