

Course No: MAN 2302  
Course Title: Human Resource Management  
Date: 14 /01/2012  
No. of Questions: ( 15 )  
Time: 2 Hours  
Using Calculator ( NO )

University of Palestine



Final Exam ( I )  
1<sup>st</sup> Semester 2011/2012  
Total Grade: ( 60 )

Instructor Name: Mr. Abdel Fatah Afifi  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: \_\_\_\_\_  
Dep. / Specialist: \_\_\_\_\_  
Using Dictionary ( NO )

**Answer the following questions:**

**Q1: What are the stages in the job analysis process?**

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**Q2: Define the following terms: Task, Duty, Responsibilities?**

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**Q3: What are the different between Job Design and Person/job Fit?**

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**Q4: What are the types of Training Objectives?**

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**Q5:** A good training plan deals with lot of questions, explain by giving examples of questions. ( 3 at least)?

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**Q6:** "Good training will not make up for bad selection" How? Explain this statement briefly.

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**Q7:** Differentiate between Person-job Fit and Person-organization Fit?

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**Q8:** What are Components of Labor Market ? briefly explain one?

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**Q9:** What does Management by Objectives mean? What are its key ideas?

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**Q10:** Characteristics of well-defined standards:

*(Select one answer)*

1. Realistic, Immeasurable, Clearly understood.
2. Realistic, Measurable, Clearly understood.
3. Unrealistic, Measurable, Clearly understood.
4. Realistic, Measurable, Unclear to understood.

**Q11:** Training is a process whereby people acquire capabilities to aid in the achievement of organizational goals, Includes:

*(Select one answer)*

1. Hard skills.
2. Soft skills.
3. both hard and soft skills.
4. Nothing of that.

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**Q12:** The following are advantages of team job, Except:

*(Select one answer)*

1. Improved productivity
2. Increased employee involvement
3. More widespread employee learning
4. Requires employees to be “group oriented”

**Q13:** The following are disadvantages of team job, Except:

*(Select one answer)*

1. Requires employees to be “group oriented”
2. Increased employee involvement
3. Can be overused
4. Difficult to measure team performance
5. Individual compensation interferes with team concept

**Q14:** Identification is one of job description components, that involve the following:

*(Select one answer)*

1. Job title
2. Reporting relationships
3. Department and Location
4. All of above.
5. Nothing of above.

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**Q15:** Select **T** for True , or **F** for False, belongs to suitable answer: (consider first statement as sample) (15 Points)

1	Job analysis involved Knowledge, skills, and abilities. also needed and Supervision given and received.	T
2	Training makes organizations less competitive.	
3	Marketing training with or alongside products can't contribute significantly to a firm's revenues.	
4	Training is using more unreal-world problems to increase employee learning.	
5	Training alone can solve all employee or organizational performance problems.	
6	Motivation to learn means learners must desire and value training.	
7	Organizations need qualified employees to succeed.	
8	References contacts, Obtains applicant's objection to contact references.	
9	Information falsification, Indicates that false information is grounds for termination.	
10	Applicant pool: All persons who are actually evaluated for selection.	
11	Professional Employer Organizations (PEOs) and Employee Leasing Saves HR costs and decrease total payroll costs.	
12	Selection rate: The percentage hired from a given group of candidates.	
13	Job Enlargement known as broadening the scope of a job by expanding the number of different tasks to be performed.	
14	Job Rotation known as increasing the depth of a job by adding the responsibility for planning, organizing , controlling, and evaluating the job.	
15	Essential Functions and Duties as one of job description components, involves lists major tasks, duties and responsibilities.	

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**Students who did not attend Midterm Exam, Must answer the following questions:**

**Q1: What do we mean by the following terms: (4 Points)**

**Human Capital:**

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**Core Competency:**

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**Q2: Explain shortly the meaning of the following terms? (8 Points)**

**1. Effectiveness:**

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**2. Efficiency:**

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**3. Productivity mean:**

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**4. Job Satisfaction:**

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**5. Organization Commitment (Loyalty):**

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**6. Continuance commitment:**

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**Q3: What are the Types of Turnover? Briefly explain 2 of them? (8 Points)**

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