

Course No: MAN 2302
Course Title: Human Resource Management
Date: 28/07/2013
No. of Questions: (4)
Time: One Hour
Using Calculator (No)

University of Palestine

Mid Term Exam
3rd Semester 2012/2013
Total Grade: 20 Marks

Instructor Name: Dr. Mazen Rohmi
Student No.: _____
Student Name: _____
College Name: _____
Dep. / Specialist: _____
Using Dictionary (No)

I. Put (√) or (X) for each of the following statements: (4 Marks)

1. Reactive change occurs after external forces have already affected performance. ()
2. Six Sigma translates customer needs into a set of optimal tasks that are performed in concert with one another. ()
3. The planned elimination of jobs is termed downsizing. ()
4. Hiring someone outside the company to perform tasks that could be done internally is referred to as off shoring. ()
5. Reengineering is the fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in cost, quality, service, and speed. ()
6. The economic value of knowledge, skills, and capabilities describes human capital. ()
7. A comparison of strengths, weaknesses, opportunities, and threats normally is referred to as a Markov analysis. ()
8. Equal employment opportunity is a legal topic, however, it is not an emotional issue. ()

II. Choose the right answer from a, b, c, d or e : (6 Marks)

1. Equal employment opportunity legislation requires managers to provide the same opportunities to
 - a. customers and suppliers.
 - b. all job applicants and employees regardless of ethnicity.
 - c. business agents and labor unions.
 - d. government agents and officials.
2. A policy that goes beyond equal employment opportunity by requiring organizations to comply with the law and correct past discriminatory practices by increasing the numbers of minorities and women in specific positions is
 - a. human resources planning.
 - b. job evaluation.
 - c. performance appraisal.
 - d. affirmative action.
3. The introduction of advanced technology tends to increase the number of jobs that require
 - a. less skill and knowledge.
 - b. less know-how and work applications.
 - c. greater responsibility with less pay.
 - d. considerable skill.

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4. When employee responsibilities expand to include a richer array of activities such as planning, decision making, and problem solving, the transformation has been referred to as
 - a. collective bargaining.
 - b. human resources information systems.
 - c. job enrichment.
 - d. knowledge work.

5. The controversial practice of moving jobs overseas is referred to as
 - a. subcontracting.
 - b. offshoring.
 - c. employee leasing.
 - d. outsourcing.

6. The strong enduring beliefs and principles that the company uses as a foundation for its decisions are its
 - a. core values.
 - b. strategies.
 - c. operating facilities.
 - d. innovations.

7. Which of the following programs are designed to motivate and spark creativity of workers?
 - a. empowerment programs.
 - b. total quality initiatives.
 - c. continuous improvement efforts.
 - d. all of the above.

8. The process of identifying, developing, and tracking key individuals so that they may eventually assume top-level positions is
 - a. strategic planning.
 - b. management planning.
 - c. succession planning.
 - d. human resources planning.

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9. Sometimes firms do not acquire or merge with another firm, but instead pursue cooperative strategies such as a
- partnership.
 - takeover.
 - strategic alliance.
 - missionary statement.
10. When forecasts show a surplus of employees, organizations may
- restrict hiring.
 - reduce work hours.
 - consider layoffs.
 - all of the above.
11. A gradual reduction of employees through resignations, retirements and deaths is called
- attrition.
 - outsourcing.
 - layoffs.
 - offshoring.
12. The opinions (judgments) of supervisors, department managers, experts, or others knowledgeable about the organization's future employment needs are
- management forecasts.
 - core competencies.
 - strategic visions.
 - value creations.

III. Match each term with the proper definition.

(5 Marks)

human resources planning (HRP) - core capabilities - strategic vision - skill inventories - organizational capability

- _____ : integrated knowledge sets within an organization that distinguish it from its competitors and deliver value to customers
- _____ : capacity of the organization to act and change in pursuit of sustainable competitive advantage

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- c. _____: a statement about the direction the company is taking and what it can become in the future; clarifies the long-term direction of the company and its strategic intent
- d. _____: process of anticipating and making provisions for the movement of people into, within, and out of an organization
- e. _____: files of personnel education, experience, interests, skills, etc., that allow managers to quickly match job openings with employee backgrounds

IV. Answer the following questions: (5 Marks)

1. What are the hidden costs of a layoff?

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2. List the major activities or responsibilities of HR managers.

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End of Questions