

<p><b>Course No: MAN 2302</b>  <b>Course Title: HR Management</b>  <b>Date: 17/09/2014</b>  <b>No. of Questions: ( 6 )</b>  <b>Time: 2.00 Hour</b>  <b>Using Calculator ( Yes )</b></p>	<p><b>University of Palestine</b></p>  <p><b>Final Exam</b>  <b>Summer Semester</b>  <b>2013/2014</b>  <b>Total Grade: ( 80 )</b></p>	<p><b>Instructor Name: Mr. Abdel Fatah Afifi</b>  <b>Student No.: -----</b>  <b>Student Name:-----</b>  <b>College Name:-----</b>  <b>Dep. / Specialist:-----</b>  <b>Using Dictionary: (No)</b></p>
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**Answer only ( 6 ) of the following questions, Q 1 & Q 2 Included:**

**Q 1: Select (T) for True statements and (F) for the False ones: (Only 10)**

No.	Statements	T / F
1	HR creates value by engaging in activities that produce the employee behaviors that the company needs to achieve its strategic goals.	
2	Line manager is A manager who assists and advises line managers.	
3	Quick, direct way to find overlooked information are disadvantages of The Interview.	
4	Expense and time consumed in preparing and testing the questionnaire are Disadvantages of Questionnaires.	
5	No manager wants to hire the right person for the job.	
6	There is only one standard format for writing a job description.	
7	Writing job specifications for trained employees is relatively straightforward.	
8	Although employers traditionally use job descriptions and job specifications to summarize what their jobs entail, task statements are increasingly popular.	
9	A job is traditionally a set of closely related activities carried out for pay, but the concept of a job is changing.	
10	Competency-based job analysis: Describing the job in terms of measurable, observable, behavioral competencies (knowledge, skills, and/or behaviors) that an employee doing that job must exhibit to do the job well.	
11	Recruitment and selection does not start with workforce planning and forecasting.	
12	Workforce planning is the process of deciding what positions the firm will have to fill, and how to fill them. This often starts by forecasting personnel needs, perhaps using trend analysis, ratio analysis, scatter plots, or computerized software packages.	

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**Q : Match the following terms with accurate definitions: (only 15)**

No	Term	No	Definition
1	Competency-based job analysis		Manual or computerized records listing employees education, career and development interests, languages, special skills, and so on, to be used in selecting inside candidates for promotion.
2	Workflow analysis		Online systems that help employers attract, gather, screen, compile, and manage applicants.
3	Business process reengineering		Redesigning business processes, usually by combining steps, so that small multifunction process teams using information technology do the jobs formerly done by a sequence of departments.
4	Qualifications (or skills) inventories		A detailed study of the flow of work from job to job in a work process.
5	Employee recruiting		Finding and/or attracting applicants for the employer s open positions.
6	Applicant tracking systems		Describing the job in terms of measurable, observable, behavioral competencies (knowledge, skills, and/or behaviors) that an employee doing that job must exhibit to do the job well.
7	Application form		The knowledge, education, training, skills, and expertise of a firm s workers.

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8	<b>Job enlargement</b>	A detailed study of a job to identify the specific skills required.
9	<b>Job rotation</b>	The process of teaching new or current employees the basic skills they need to perform their jobs.
10	<b>Ratio analysis</b>	The authority exerted by an HR manager by directing the activities of the people in his or her own department and in service areas (like the plant cafeteria).
11	<b>Human capital</b>	Assigning workers additional same-level activities
12	<b>Staff authority</b>	Training a person to learn a job while working on it.
13	<b>Functional authority</b>	A forecasting technique for determining future staff needs by using ratios between, for example, sales volume and number of employees needed.
14	<b>Line authority</b>	The form that provides information on education, prior work record, and skills.
15	<b>Unstructured (or nondirective) interview</b>	Staff authority gives the manager the right (authority) to advise other managers or employees.
16	<b>Employee orientation</b>	Verifying that there is a performance deficiency and determining whether that deficiency should be corrected through training or through some other means (such as transferring the employee).

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17	Training	The authority exerted by an HR manager as coordinator of personnel activities.
18	Task analysis	Systematically moving workers from one job to another.
19	Performance analysis	An unstructured conversational-style interview in which the interviewer pursues points of interest as they come up in response to questions.
20	On-the-job training	A procedure for providing new employees with basic background information about the firm.

**Q 3: What are the Line Managers’ HRM Responsibilities?**

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**Q 4: There are several Methods for Identifying Training Needs of the current employees. What are they?**

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**Q 5: Differentiate between Human resource management (HRM) and Management process ?**

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**Q 6: What Makes Recruiting a Challenge?**

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**Q 7: make Comparison between Performance Appraisal and Performance Management?**

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**Q 8: What are the Sections of a Typical Job Description?**

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**Q 9: What are the advantages and disadvantages of questionnaire?**

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**Q 10: What are the Benefits of Applicant Tracking Systems?**

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*Good Luck*