Course No: MAN 2302 Course Title: Human Management Date: 12/11/2011 No. of Questions: (10) Time: 1 Hour Using Calculator (NO)	Resource	University of Palestine MT Exam 1 st Semester 2011/2012 Total Grade: (20)	Instructor Name: Mr. Abdel Fatah Afifi Student No.: Student Name: College Name: Dep. / Specialist: Using Dictionary (NO)

Answer the following questions:

Q1: Collaborative HR is a new approach of Human Resource Management. Explain shortly what does it mean? And how firms benefit from it?

Q2: What do we mean by the following terms: Human Capital:

Core Competency:

Q3: Explain shortly the meaning of the following terms? Effectiveness

Efficiency

Dimensions of Organizational Effectiveness

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Q4: What does Productivity mean?

Q5: What are the Benefits of HR Planning?

Q6: Compare between: Job Satisfaction, Loyalty, and Commitment? Job Satisfaction:

Organization Commitment (Loyalty):

Continuance commitment:

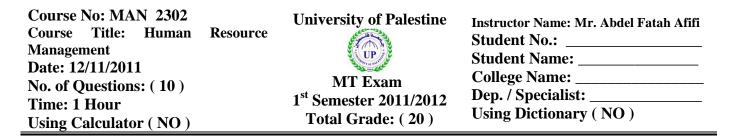
Q7: What does employees turnover means? What the impact of it? Turnover:

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Impact of Turnover:

Q8: What are the Types of Turnover?

Q9: Why People Stay or Leave—Links, Fit, and Sacrifice?



Q10: Select T for True , or F for False, belongs to suitable answer: (consider first statement as sample)

1	HR managers are specialists design processes and systems that	Т		
-	operating managers help implement.			
2	HR Unit Conducts interviews and testing, then Sends top three			
	applicants to managers for final review.			
3				
3				
	Provide feedback to HR unit on hiring/rejection decisions.			
4	Responsibility is a larger work segment composed of several tasks			
	that are performed by an individual.			
5	HR Specialist is a person with in-depth knowledge and expertise in a			
	limited area of HR.			
6	Involuntary absenteeism means avoidable without justifiable cause			
	(e.g., feigning illness).			
7	Human Resource Management System (HRMS) means an integrated			
	system providing information used by HR management in decision			
	making.			
8	Job Satisfaction means individual will stay with rather than withdraw			
	from the organization.			
9	Firms with High Ethical Standards are more likely to reach strategic			
	goals.			
10	Responsibility is a smaller work segment composed of several tasks			
	that are performed by an individual.			

Good Luck