


Course No: MAN 2302  
Course Title: Human Resource  
Management  
Date: 12/11/2011  
No. of Questions: ( 10 )  
Time: 1 Hour  
Using Calculator ( NO )

University of Palestine  
  
MT Exam  
1<sup>st</sup> 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?

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

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**Core Competency:**

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

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**Efficiency**

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**Dimensions of Organizational Effectiveness**

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**Q4: What does Productivity mean?**

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**Q5: What are the Benefits of HR Planning?**

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

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**Organization Commitment (Loyalty):**

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**Continuance commitment:**

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

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**Impact of Turnover:**

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**Q8: What are the Types of Turnover?**

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

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**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 operating managers help implement.	<b>T</b>
2	HR Unit Conducts interviews and testing, then Sends top three applicants to managers for final review.	
3	Managers do final interviewing and hiring where appropriate 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***