

BA130 Module 4 Activity Sheets-Chapters 10, 11, 12

Chapter 10

Please give the correct answers to the questions listed below.

1. What is Frederick Taylor known for?
2. What did Maslow find human motivation to be based on?
3. What levels of need did Maslow identify?
4. Discuss motivators.
5. Discuss hygiene factors.
6. What are the two types of rewards?
7. Contrast Theories X, Y, and Z.
8. Name two forms of job enrichment that increase motivation.
9. Describe Generation X, baby boomers, and millennials.

Chapter 11

Please give the correct answers to the questions listed below.

1. Define human resource management.
2. List some of the challenges that persons in human resource management must deal with.
3. List the steps to determine your human resource needs.
4. List the external sources that you can use to try to find a job or to find new employees.
5. Define recruitment.
6. Define selection.
7. List the typical steps in the selection process.
8. Define contingent workers.
9. List some common training development activities.
10. List the training for the employees.
11. List the training for managers.
12. Define fringe benefits. What are some examples of fringe benefits?
13. List the different types of pay systems.

Chapter 12

Please give the correct answers to the questions listed below.

1. Define union.
2. Craft union.
3. Define collective bargaining.
4. List the steps in union-organizing and decertification campaigns.
5. List the types of agreement.
6. Define shop stewards.
7. Define mediation.
8. Define arbitration.
9. Define strike.
10. Define cooling-off period.
11. Define primary boycott.
12. Define secondary boycott.
13. Define lockout.
14. Define injunction.
15. List some controversial employee-management issues.
16. Briefly discuss sexual harassment.
17. Briefly discuss violence in the workplace.