

BA130-03 Module 4 Activity Sheets-Chapters 10, 11, 12

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Chapter 10

Please give the correct answers to the questions listed below.

1. What is Frederick Taylor known for?

Taylor is known for his scientific management, which led to the development of the Principle of Motion Economy.

2. What did Maslow find human motivation to be based on?

Maslow found that human motivation was based on unsatisfied needs.

3. What levels of need did Maslow identify?

Maslow identified self-actualization needs, social needs, esteem needs, physiological needs, and safety needs.

4. Discuss motivators.

Motivators are defined as job factors that satisfy employees and encourage them to be productive.

5. Discuss hygiene factors.

Hygiene factors are defined as job factors that do not motivate employees, but if they were missing would cause dissatisfaction.

6. What are the two types of rewards?

Two types of rewards are intrinsic and extrinsic.

7. Contrast Theories X, Y, and Z.

Theory X suggests managers assume their employees are not fond of work and should be motivated through fear and punishment. Theory Y suggests managers assume their employees view work as an inevitable aspect of life and should be motivated with rewards. Theory Z suggests managers assume employees will accept slow evaluations and promotions in exchange for guaranteed employment, and their involvement will increase productivity.

8. Name two forms of job enrichment that increase motivation.

Two forms of job enrichment are job rotation and job enlargement.

9. Describe Generation X, baby boomers, and millennials.

Baby boomers were born between 1946 and 1964, and experienced high job security, economic prosperity, and optimism for the future. Generation X describes those born between 1965 and 1980, who were generally raised in dual-career families, attended day care, and hold feelings of insecurity concerning employment. Millennials were born between 1980 and 1995, who were raised by indulgent parents and are accustomed to technological luxuries.

Chapter 11

Please give the correct answers to the questions listed below.

1. Define human resource management.

Human resource management is the process of establishing human resource needs followed by achieving organizational goals through recruitment, selection, development, motivation, evaluation, compensation, and the scheduling of employees.

2. List some of the challenges that persons in human resource management must deal with.

One challenge is finding high-level workers due to factors including worker shortage in skilled trades, a decreased sense of employee loyalty, increasing benefit demands and costs, as well as a declining economy with fewer full-time jobs. Another challenge is hiring employees with respect to legislature regarding discrimination in employment.

3. List the steps to determine your human resource needs.

Determination can be achieved by preparing an inventory of employees and a job analysis, assessing future demand

4. List the external sources that you can use to try to find a job or to find new employees.

External sources can include but are not limited to web sources, former employees, job fairs, public employment agencies, and union organizations.

5. Define recruitment.

Recruitment is defined as obtaining a set number of qualified individuals at a certain time, through a set of activities.

6. Define selection.

Selection is defined as the process of gathering information and deciding on prospective employees, with respect to legal guidelines, who will serve the best interest of the organization and individual.

7. List the typical steps in the selection process.

The initial steps include obtaining application forms, conducting interviews, and administering employment tests. The following steps include conducting background investigations, examining physical exams, and establishing probationary work periods for potential employees.

8. Define contingent workers.

Contingent workers are defined as seasonal employees, part-time employees, independent contractors, interns, and co-op students.

9. List some common training development activities.

Common activities include orientation, apprenticeships, online training, and job simulation.

10. List the training for the employees.

Training generally includes on-the job training, off-the-job training, and vestibule training.

11. List the training for managers.

Training may consist of job rotation, understudy positions, on-the-job coaching, and off-the-job courses and training.

12. Define fringe benefits. What are some examples of fringe benefits?

Fringe benefits provide additional compensation to employees beyond base wages through health plans, sick leave, vacation pay, and pension plans. Examples may include legal counseling, access to recreational activities, company cars, and special home mortgage rates.

13. List the different types of pay systems.

Pay systems include hourly wage, gain-sharing plans, stock options, salary, commission plans, bonus plans, profit-sharing plans, and the piecework system.

Chapter 12

Please give the correct answers to the questions listed below.

1. Define union.

A union is defined as an employee organization whose main goal is to represent its members in employee-management negotiations of job-related issues.

2. Craft union.

A craft union is defined as an organization of skilled specialists in a particular trade.

3. Define collective bargaining.

Collective bargaining is wage, benefit, and conditioning negotiation between organizations and their employees.

4. List the steps in union-organizing and decertification campaigns.

The steps in union-organizing include building a committee based on shared interests/identified issues between co-workers, receiving certification from the NLRB, holding an organizing drive, holding a representation election, and beginning collective bargaining between a union and its employer.

5. List the types of agreement.

The types of agreement include union security clauses, open shop agreements, closed shop agreements, union shop agreements, agency shop agreements, and negotiated labor-management agreements.

6. Define shop stewards.

Shop stewards are defined as union officials that work permanently in an organization and represent employee interests daily.

7. Define mediation.

Mediation is the use of a third party in a negotiation in order to resolve key contract issues.

8. Define arbitration.

Arbitration is an agreement to utilize a third party in order to render a binding agreement.

9. Define strike.

A strike is a strategy in which workers refuse to go to work.

10. Define cooling-off period.

A cooling-off period is defined as a period of time in which two opposing parties attempt mediation prior to resorting to arbitration.

11. Define primary boycott.

A primary boycott is defined as the encouragement of a union to its members and the general public not to financially support a firm in a labor dispute.

12. Define secondary boycott.

A secondary boycott is defined as an attempt by labor to encourage others to end their support of a firm involved in a primary boycott.

13. Define lockout.

A lockout is an attempt by a business's management to pressure its employees by temporarily closing the business and restricting their source of income.

14. Define injunction.

An injunction is a court order directing an individual to either perform a specific task or refrain from performing a specific task.

15. List some controversial employee-management issues.

Issues include the responsibility of childcare costs, wage differences between genders, elder care, executive compensation, drug testing, and violence in the workplace.

16. Briefly discuss sexual harassment.

Sexual harassment is the establishment of a hostile work environment through inappropriate and unconsented verbal or physical conduct. Intimidation tactics are most generally practiced by those in higher positions of power within an organization.

17. Briefly discuss violence in the workplace.

Violence is the number one cause of death in women in the workplace, as homicides accounted for 16% of workplace deaths. Violence can be identified by noticing paranoid behavior, suicidal comments, threats, verbal abuse, or unprovoked outbursts of anger.