

ADM 2337B – FALL 2011- REVIEW QUESTIONS FOR THE MID-TERM EXAM

1. What is the strategic role of Human Resources Management (HRM)? p:2
2. What are the HRM responsibilities? (operational & strategic) p: 3-5
3. How does the external environment influence HRM? (economy, diversity, technology, globalization) p: 7-14
4. How does the Human Rights legislation affect HRM? p:29
5. What is the difference between *unintentional* and *intentional* discrimination? Give an example. p:30 -31
6. What is *systemic discrimination*? p: 31
7. What does *adverse impact* mean? p: 31
8. What does *reasonable accommodation* mean for the employer? p: 31
9. What does *undue hardship* mean? p: 31
10. What is a *bona fide occupational requirement*? p:32
11. Who are the designated groups under the Employment Equity Act? p:38 +
12. What are the 6 steps required to implement an Employment Equity Program? p: 41+
13. How would you define HRM technology? p:53
14. What objectives would a strong strategic relationship between HR and technology achieve? p: 54
15. What is the impact of technology on the role of HR? p: 54 -56
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17. How does HRIS support managers and HR professionals in managing effectively the human capital of their organizations? p:63

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19. Define *job design*. p: 86
20. How does *team-based job design* work? p: 88
21. What is Job Analysis? p: 90
22. What is the relationship between job analysis and job description? p: 90
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26. Describe two popular methods to gather *quantitative* information. p: 99
27. Define *job specifications*? p: 107
28. When the employer determines the job specifications what pointers should be kept in mind to comply with the human rights legislation? p: 107
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37. Explain how employers deal with labour *surplus* and labour *shortage*? p: 133 & 135
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40. What constraints must a recruiter be aware of in the recruitment process? p:145
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54. Under the human rights and employment equity legislation, what aspects of employee training must be considered? p: 218
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