

# Chapter 11 managing human resource systems

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| 1. The process of finding, developing, and keeping the right people to form a qualified workforce   | A. sexual harassment            |
| 2. An exception in employment law that permits sex, age, religion, etc. to be used when making employment decisions but only if they are reasonably normal operation of that business         | B. hostile work environment     |
| 3. intentional discrimination that occurs when people are purposely not given the same hiring, promotion because of their race, Miller, sex, age, ethnic group or religious beliefs           | C. background check             |
| 4. unintentional discrimination that occurs when members of a race, sex, or ethnic group are unintentionally harmed because they are hired, promoted at substantially lower rates than others | D. selection                    |
| 5. a form of discrimination in which unwelcome sexual advances or requests for sexual favors and physical conduct of sexual nature occurs while performing one's job                          | E. Bona-fide occupational qual. |
| 6. a form of sexual harassment in which employment outcomes such as hiring promotion or simply keeping one's job depend on whether an individual submits to sexual harassment                 | F. quid pro quo                 |
| 7. a form of sexual harassment in which unwelcome and a meaning sexually related behavior creates an intimidating and offensive work environment  | G. structured interviews        |
| 8. the process of developing a pool of qualified job applicants   | H. recruiting                   |
| 9. a purposeful systematic process for collecting information on the important well related aspects of a job  | I. human resource manage.       |
| 10. a written description of the basic tasks duties and responsibilities required of an employee holding a job  | J. internal recruiting          |
| 11. the process of developing a pool of qualified applicants from people who already work in the company  | K. job analysis                 |
| 12. the process of developing a pool of qualified job applicants from outside the company   | L. job specification            |
| 13. the process of gathering information about job applicants to decide who should be offered a job   | M. adverse impact               |

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| 14. Procedures used to verify truthfulness and accuracy of information applicants provide | N. unstructured interviews |
| 15. interviews in which interviewers are free to ask the applicants anything they want    | O. external recruiting     |
| 16. interviews in which all applicants are asked the same set of standardized questions   | P. disparate treatment     |