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  **I** | **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  **E** | **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  **P** | **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  **M** | **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  **A** | **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** | **F.** quid pro quo  |
| **7.** a form of sexual harassment in which unwelcome and a meaning sexually related behavior creates an intimidating an offensive work environment  **B** | **G.** structured interviews  |
| **8.** the process of developing a pool of qualified job applicants  **H** | **H.** recruiting  |
| **9.** a purposeful systematic process for collecting information on the important well related aspects of a job  **K** | **I.** human resource manage. |
| **10.** a written description of the basic tasks duties and responsibilities required of a employee holding a job  **L** | **J.** internal recruiting  |
| **11.** the process of developing a pool of qualified applicants from people who already work in the company  **J** | **K.** job analysis  |
| **12.** the process of developing a pool of qualified job applicants from outside the company  **O** | **L.** job specification  |
| **13.** the process of gathering information about job applicants to decide who should be offered a job  **D** | **M.** adverse impact  |
| **14.** Procedures used to verify truthfulness and accuracy of information applicants provide  **C** | **N.** unstructured interviews  |
| **15.** interviews in which interviewers are free to ask the applicants anything they want  **N** | **O.** external recruiting  |
| **16.** interviews in which all applicants are asked the same set of standardized questions  **G** | **P.** disparate treatment  |