**SURVEY OF BUSINESS – HOMEWORK: SESSION 5**

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**Chapter Nine: Motivating the Workforce**

Why are employees considered an organization’s “most valuable resource”?

Why is it important to study the Nature of Human Relations?

Define Motivation. Explain its impact on organizational success.

Define Morale. Explain its impact on organizational success.

Compare and contrast Intrinsic and Extrinsic Rewards.

Explain the role of Benefits on increasing EE morale and satisfaction.

How can managers effectively retain good employees?

List some proven methods to motivate employees.

Describe Historical Perspectives on Motivation.

Define Maslow’s Hierarchy of Needs.

Define Herzberg’s Two-Factor Theory - Compare and contrast Hygiene and Motivational Factors.

Compare and contrast McGregor’s Theory X and Theory Y.

Explain Ouchi’s Theory Z.

Define Equity Theory.

Define Expectancy Theory.

Define Goal-Setting Theory.

Explain Management by Objectives (MBO)

Outline Strategies for Motivating Employees.

Explain the importance of Motivational Strategies for organizational success.

**Chapter Ten: Managing Human Resources**

Define Human Resources and Explain Human Resources Management (HRM).

Why is it important for an organization to treat its employees well?

Explain the process and importance of Planning for Human Resources Needs.

Define Job Analysis and explain its role and importance in HRM.

Compare and contrast Job Description and Job Specification.

Define Recruiting and its role in HRM. Compare and contrast Internal and External Sources.

Explain the Selection Process.

Explain the role and importance of the Application and the Interview.

Share some coming Interviewing Tips.

List some common Interview Questions.

List some Mistakes Made in Interviewing.

How is Testing incorporated into the selection process?

Explain the importance of Reference Checking.

List some Resume Lies.

Why should managers be aware of Legal Issues in Recruiting and Selecting?

Identify the most important laws affecting HRM.

Explain the role and importance of Development and Training.

Define Mentoring. Explain its importance.

Explain the importance of Assessing Performance. What methods are typically used in this process?

Describe the role and importance of constructive criticism.

Which Performance Characteristics do you believe are the most important? Why?

Define Turnover and explain its impact.

Compare and contrast Promotion – Transfer – Separation – Termination.

Explain the role and importance of an Exit Interview.

Explain the importance of designing a fair compensation plan. Why is this a difficult task?

Compare and contrast Financial Compensation and Benefits.

Define Labor Unions and explain Collective Bargaining.

Compare and contrast Employee and Management Tactics in Resolving Disputes.

Compare and contrast Conciliation – Mediation – Arbitration.

Explain the Importance and Benefits of Workplace Diversity.

Compare and contrast Affirmative Action and Reverse Discrimination.