1. Human resource management is mainly concerned with:

   ☐ designing the factory layout

   ☐ paying the firm's taxes on time

   ☐ getting, keeping and developing the right people

   ☐ setting product prices and discounts

2. Training that introduces a new employee to the job and workplace is:

   ☐ redundancy

   ☐ appraisal

   ☐ induction training

   ☐ off-the-job training

3. F.W. Taylor argued that workers are mainly motivated by:

   ☐ money

   ☐ social belonging

   ☐ job rotation

   ☐ self-actualisation

4. In Herzberg's study, what did people link to good days at work?

   ☐ Pay alone

   ☐ Office furniture

   ☐ Long holidays

   ☐ Achievement and recognition

5. In Lewin's study, under which leader did work continue when the leader left the room?

   ☐ Laissez-faire

   ☐ Democratic

   ☐ Autocratic

   ☐ None

6. External recruitment can bring new skills and ideas into a firm.

   ☐ True ☐ False

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8. Mayo's human relations school argued that social needs and teamwork affect motivation.

   ☐ True ☐ False

9. A salesperson earns 4% commission on sales of $25,000. What is the commission in dollars?

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10. A leader sets a vision and inspires people to follow it.

    ☐ True ☐ False

1. **getting, keeping and developing the right people**

   HRM manages the workforce across its whole cycle.

2. **induction training**

   Induction settles a new starter into the role and organisation.

3. **money**

   Taylor's scientific management stressed pay and piece rates.

4. **Achievement and recognition**

   Pay was linked to bad days.

5. **Democratic**

   The boys had shared the decisions.

6. **True**

   Hiring from outside introduces fresh expertise, though at higher cost.

7. **30**

   360 / 12 = 30 units per worker.

8. **True**

   Mayo found attention and social factors raised performance.

9. **1000**

   0.04 × 25,000.

10. **True**

    More than planning and control.

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