



Chapter 12

1. The hiring or promoting of applicants based on criteria that are not job relevant. (14)
2. A team made up of members who are geographically or organizationally dispersed, rarely meet face-to-face and do their work using advanced information technologies. (7,4)
3. Using computers and telecommunications equipment to perform work from home or another remote location. (13)
4. Intentional, planned reduction in the size of a company's workforce. (10)
5. The activities or practices that define the desired characteristics of applicants for specific jobs. (10)
6. The process of determining the skills, abilities and other attributes a person needs to perform a particular job. (10)
7. The relationship between an applicant's score on a selection device and his or her future job performance. (8)
8. Placing an employee into a class or category based on one or a few traits or characteristics. (12)
9. Monetary payments (wages, salaries) and nonmonetary goods/commodities (benefits, vacations) used to reward employees. (12)
10. An interview conducted with departing employees to determine the reasons for their termination. (4,9)