

TOPIC 2: Human Resources

Concept	Definition/Explanation
Internal recruitment	
External recruitment	
Appraisal	
Training	
On-the-job training	
Off-the-job training	
Dismissal	
Redundancy	
Retrenchment / laid off / Downsized	
Teleworking	
Flexitime	
Levels of hierarchy	
Flat organisations	
Tall organisations	
Chain of command	
Organisational chart	
Delegation	
Accountability	
Bureaucracy	
Centralisation	
Decentralisation	
Motivation	
Matrix structures	
Autocratic leadership	

DP Business Management Key Terms

Concept	Definition/Explanation
Democratic leadership	
Laissez-faire leadership	
Situational leadership	
Leadership	
Management	
Wages	
Salary	
Time-rate	
Piece-rate	
Commission	
Profit-related pay	
Performance-related pay	
Employee share ownership scheme	
Fringe benefits/ payments	
Productivity	
Job enrichment	
Job enlargement	
Job rotation	
Empowerment	
Teamwork	
Corporate culture	
HL Concepts	
Handy's shamrock	
Offshoring	

DP Business Management Key Terms

Concept	Definition/Explanation
Outsourcing	
Communication networks	
trait theory	
situation theory	
expectancy theory	
equity theory	
Intrinsic needs	
Extrinsic needs	
Collective bargaining	
Overtime ban	
Work-to-rule	
Strike action	
Go-slows	
Closure	
Lock-out	
Conflict resolution	
Use of public relations to resolve disputes	
Conciliation and arbitration	
Single-union agreement	
No-strike agreement	
Contingency planning	
Crisis management	