



MGT501

Final-Term

ABSTRACT

This comprehensive collection of notes is accurately crafted to empower students to excel academically, ensuring they achieve a minimum of 80% marks in their examinations. The content is organized with clarity and precision, focusing on key concepts, critical analyses, and practical applications tailored to the syllabus. These notes serve as a reliable resource for both thorough preparation and last-minute revision. Designed to inspire confidence and mastery, this guide is an essential tool for students striving for academic excellence.

Maha Malik
Spring2026

Short Questions

1. Types of Validity (Selection Tests)

- **Content Validity:** Test covers the actual job content.
- **Criterion-related Validity:** Test scores predict job performance.
- **Construct Validity:** Test measures the intended trait (e.g., intelligence, leadership).

2. Bargaining

Bargaining is the negotiation process between employers and employees (or unions) to reach an agreement on wages, working conditions, benefits, and other employment terms.

3. Benefits for Employees with Disabilities

- Medical assistance
- Disability insurance/income protection
- Rehabilitation services
- Paid leave
- Flexible work arrangements

4. Why does a Union lose members?

- Poor leadership
- Failure to protect employee rights
- Lack of communication
- Employee dissatisfaction
- Better management–employee relations reducing the need for unions

5. Characteristics of a Good Selection Test

- Reliable
- Valid
- Standardized
- Practical
- Fair and unbiased

6. Internal Equity vs. External Equity

Internal Equity

Fair pay within the organization

Based on job value

External Equity

Competitive pay compared with other organizations
Based on market salary

7. CEO's Role in Promoting Communication

- Encourages open communication
- Shares organizational vision
- Promotes feedback
- Removes communication barriers
- Creates a transparent culture

8. On-the-Job vs. Off-the-Job Training

On-the-Job Training: Training while performing the actual job.

Off-the-Job Training: Training conducted away from the workplace (classroom, workshops, seminars).

9. Performance Definition and Components

Performance: The extent to which an employee successfully performs assigned duties.

Components:

- Task performance
- Contextual performance (teamwork, cooperation)
- Goal achievement
- Work behavior

10. Job Evaluation (Scenario)

Job evaluation determines the relative worth of jobs to establish fair compensation. It evaluates the **job**, not the employee.

11. Collective Bargaining

A formal negotiation process between employers and employee representatives (trade unions) to determine wages, benefits, working conditions, and other employment terms.

12. Discipline

Discipline means encouraging employees to follow organizational rules and standards through corrective actions when necessary.

13. Employee Assistance Program (EAP)

A program that helps employees deal with personal problems such as stress, addiction, family issues, or emotional problems that may affect work performance.

14. Why is the Manager Accountable for Hiring the Wrong Employee?

Because recruitment and selection are management responsibilities. Poor hiring reflects weak job analysis, screening, interviewing, or decision-making.

15. Snap Judgment & How to Improve It

Snap Judgment: Making quick decisions without sufficient evidence.

Improve by:

- Collect more information.
- Use structured interviews.
- Avoid personal bias.
- Take adequate time before deciding.

16. Point Method

A job evaluation method where jobs receive points based on compensable factors such as skill, effort, responsibility, and working conditions.

17. Scenario: Employee refuses to wear safety uniform because no accident happened in 10 years

The employee should still face **disciplinary action**, because safety rules must always be followed regardless of accident history.

18. Scenario: Manager caught an employee stealing; verbal warning already given

The next action is **strong disciplinary action**, such as written warning, suspension, or termination depending on company policy and the seriousness of the offense.

Long Questions

1. Characteristics of an Interview

- Purpose-oriented
- Structured or unstructured
- Face-to-face communication
- Two-way interaction
- Evaluates knowledge, skills, attitude, and personality
- Helps assess job fit

2. Traits of Political Behavior

- Self-interest
- Building alliances
- Networking
- Influencing others
- Controlling information
- Gaining power

3. Family-Friendly Organization

A family-friendly organization supports employees in balancing work and family responsibilities through flexible schedules, parental leave, childcare support, and work-life balance policies.

4. Why Do Incentive Plans Fail? (Most Important)

Reasons:

- Poorly designed incentives
- Unrealistic performance targets
- Employees cannot control results
- Rewards are too small
- Unfair distribution
- Lack of communication
- Focus on short-term performance only

5. Stages of Career Development

1. Exploration
2. Establishment
3. Mid-career
4. Late career
5. Decline/Retirement

6. Avoiding vs. Competing Conflict Management

Avoiding	Competing
Ignores conflict	Tries to win conflict
Low assertiveness	High assertiveness
Temporary solution	Quick decision but may damage relationships

7. Types of Bargaining

- Distributive bargaining
- Integrative bargaining
- Productivity bargaining
- Concessionary bargaining

8. Non-Monetary Compensation (Scenario)

Giving benefits to an employee's family (e.g., healthcare, education support, family leave) increases employee satisfaction, loyalty, motivation, and retention.

9. Selection Interview (Explain to a Friend)

A selection interview is a formal discussion between an employer and a job applicant to assess qualifications, skills, personality, and suitability for the job before making a hiring decision.

10. Upward vs. Downward Communication

Upward Communication Downward Communication

Employee → Manager Manager → Employee

Feedback, suggestions Instructions, policies

Improves decision-making Guides employees

11. Discipline (Perspective)

Discipline is a corrective process aimed at improving employee behavior rather than punishment. It ensures compliance with organizational rules, fairness, safety, and productivity.

12. Theory X vs. Theory Y

Theory X

Employees dislike work

Need close supervision

Avoid responsibility

Theory Y

Employees enjoy work

Self-motivated

Accept responsibility

13. Why Can't the Company Link Pay with Performance?

Possible reasons:

- Poor appraisal system
- No clear performance standards
- Bias in evaluations
- Equal pay policy regardless of performance
- Lack of performance measurement

14. Five Individual Conflict Management Styles

1. Competing
2. Collaborating

3. Compromising
4. Avoiding
5. Accommodating

15. Participative vs. Autocratic Leadership

Participative	Autocratic
Employees participate	Leader makes decisions alone
Better motivation	Faster decisions
High commitment	Less employee involvement

16. Disadvantages of Team-Based Pay

- Free-rider problem
- Difficult to measure individual performance
- Team conflicts
- Reduced motivation of high performers
- Unequal contribution

17. How Can a Trainer Motivate Trainees?

Before Training

- Explain objectives and benefits.
- Create interest.
- Relate training to career growth.

After Training

- Provide feedback.
- Recognize achievements.
- Offer opportunities to apply new skills.
- Reward improved performance.

18. How to Analyze Stressors in an Educational Career

- Identify the source of stress.
- Determine its impact on performance.
- Prioritize stressors.
- Develop coping strategies (time management, counseling, support).
- Monitor and evaluate progress.

[BS English](#)

[Files](#)

