

MODULE 5: KEY TERMS

Alternative Dispute Resolution: Methods of resolving disagreements without litigation, including negotiation, mediation, binding arbitration, and rent-a-judge services.

Biometric Access Devices: Security devices that allow access to people based on biological factors, such as their fingerprints, the iris or retina of their eye, or their voice.

Complaint Systems: A nonunion company grievance procedure designed to hear and respond to employees' complaints.

Compressed Workweek: An alternative work schedule in which employees work fewer days per week by working more hours on the days they work. The most typical compressed workweek schedule is four 10-hour days, called the 4/40 plan.

Computer Security Audits: An assessment of the security of a computer system, consisting of a vulnerability scan, reviewing system access controls, and evaluating physical access to the system.

Due Process: Disciplinary actions follow an accepted procedure that protects an employee from arbitrary, capricious, or unfair treatment.

Employee Assistance Programs: A program usually operated by the human resource department, with the help of social service agencies in the community, that is designed to help employees with their personal problems, particularly alcoholism, drug abuse, financial indebtedness, and marital conflict.

Employee Engagement: The degree to which employees are committed to their job and their employer and have enthusiasm and energy for their work.

Employee Life Cycle: A model that outlines the HR functions an organization performs relative to an individual's employment.

Employee Relations: The working relationship between an employer and employee throughout the time the individual is associated with the organization.

Engagement Surveys: An instrument that measures the cognitive, emotional, and behavioral components that comprise employee engagement.

Firewalls: A system of computer components between two networks that checks and controls the transfer of information between the networks.

Flextime: An alternative work schedule that allows employees to set their own work hours subject to specific constraints, such as requiring them to work a specific number of hours per day or per week and to be at work during a core period.

Inventory Shrinkage: The amount of inventory that stores actually have relative to what they should have based on how much merchandise they initially bought and what has been sold.

Involuntary Absenteeism: When employees miss work for reasons beyond their control.

Just Cause: Disciplinary action should only be taken for good and sufficient reason.

Ombudsman: An impartial person designated by an organization to hear complaints from members who feel powerless and unable to obtain a fair hearing on their own.

Progressive Discipline: A system of discipline where the disciplinary actions become increasingly severe.

Risk Management: Refers to the process of assessing and, ideally, measuring risk and developing strategies to protect the financial interests of a company, including safety, worker compensation, unemployment insurance, security, loss prevention, emergency preparedness, health and wellness, data management, and privacy protection.

Signal Detection Theory: A theory that explains the likelihood that a security officer will detect a problem based on two factors: the detectability of the problem relative to background noise and the expectancy of an occurrence.

Simple Random Sample: Placing all employees in the sample population and drawing the sample at random.

Stratified Random Sample: Categorizing employees into specified groups according to relevant characteristics, such as job classification or organizational level, and then selecting individuals randomly within each group according to the group size.

Voluntary Absenteeism: When employees have a choice of working or not working and they intentionally decide to miss work.

Vulnerability Analysis: An analysis of the level of risk and frequency of losses to determine how secure a company's assets are and the potential threats to these assets.

Whistle Blowers: An individual who observes an illegal or immoral action and makes the information public.