

- 1) Which function of the management process includes selecting employees, setting performance standards, and compensating employees?
- A) organizing
 - B) planning
 - C) motivating
 - D) staffing
- 2) _____ is the process of acquiring, training, appraising, and compensating employees, and attending to their labor relations, health and safety, and fairness concerns.
- A) Labor relations
 - B) Human resource management
 - C) Behavioral management
 - D) Organizational health and safety management
- 3) Since HRM is important to all managers, which is NOT a personnel mistake a manager wants to avoid making while managing?
- A) waste time with useless interviews
 - B) hire the wrong person
 - C) have your people not doing their best
 - D) experience low turnover
- 4) In most organizations, human resource managers are categorized as _____, who assist and advise _____ in areas like recruiting, hiring, and compensation.
- A) staff managers; line managers
 - B) line managers; middle managers
 - C) line managers; staff managers
 - D) functional managers; staff managers
- 5) Which of the following is most likely a line function of the human resource manager?
- A) ensuring that line managers are implementing HR policies
 - B) advising top managers about how to implement EEO laws
 - C) representing the interests of employees to senior management
 - D) directing the activities of subordinates in the HR department
- 6) Which of the following refers to the knowledge, skills, and abilities of a firm's workers?
- A) human resources
 - B) human capital
 - C) intangible assets
 - D) contingent personnel

7) Evidence-based human resource management relies on all of the following types of evidence EXCEPT _____.

- A) actual measurements
- B) existing data
- C) critically evaluated research studies
- D) people's opinions

8) _____ refers to being mentally and emotionally invested in one's own work and in contributing to an organisation's success.

- A) Ethics
- B) Sustainability
- C) Human capital
- D) Employee engagement

9) Characteristics of today's human resource professionals include-----

- A) They focus more on strategic, big picture issues
- B) They use evidence-based HRM
- C) They manage employee engagement
- D) All of the above

10) _____ involves instituting a coordinated process for identifying, recruiting, hiring, and developing high potential employees.

- A) Talent management
- B) Productivity management
- C) Human capital
- D) Employee engagement

11) Formulating and executing human resource policies and practices that produce the employee competencies and behaviours a company needs to achieve its strategic aims is known as

- A) strategic human resource management
- B) human resource performance system
- C) high-performance personnel management
- D) personnel management by objectives

12) Which of the following terms refers to a set of HRM policies and practices that produce superior employee performance and promote organizational effectiveness?

- A) A management by objectives system
- B) A human resource metric
- C) A high-performance work system
- D) A strategic human resource map

13) All of the following practices are most likely implemented by companies with high-performance work systems EXCEPT.....

- A) hiring employees based on validated selection tests
- B) providing pay increases based on service years
- C) extensive training of the workforce
- D) utilizing self-managing work teams

14) The specific HRM policies and practices managers use to support their strategic aims are referred to as

- A) HR strategies
- B) competitive advantage
- C) corporate strategy
- D) HR analysis

15) Which of the following terms refers to the procedure used to determine the duties associated with job positions and the characteristics of the people to hire for those positions?

- A) Job description
- B) Job specification
- C) Job analysis
- D) Job context

16) The information resulting from a job analysis is used for writing.....

- A) Job descriptions
- B) Corporate objectives
- C) Personnel questionnaires
- D) Training requirements

17) describes the activities and responsibilities of the job, as well as its important features, such as working conditions.

- A) The job specification
- B) The job analysis
- C) The job description
- D) The job context

18) Which of the following summarizes the personal qualities, traits, skills, and background required for getting the job done?

- A) Job specifications
- B) Job analysis
- C) Job placement
- D) Job description

19) Hassan, a manager at a manufacturing firm, has been assigned the task of conducting a job analysis. What should be Hassan's first step in the process?

- A) Deciding how the gathered information will be used
- B) Collecting data on job activities and working conditions
- C) Selecting representative job positions to assess
- D) Reviewing relevant background information

20) What is the final step in conducting a job analysis?

- A) Developing a job description and job specification
- B) Validating all of the collected job data
- C) Collecting data on specific job activities
- D) Reviewing relevant background information

21) Job means assigning workers additional same-level activities.

- A) enrichment
- B) assignment
- C) enlargement
- D) rotation

22) Which of the following refers to systematically moving workers from one job to another?

- A) Job rotation
- B) Job enrichment
- C) Job enlargement
- D) Job adjustment

23) Which of the following refers to redesigning jobs in a way that increases opportunities for workers to experience feelings of responsibility, achievement, growth, and recognition?

- A) Job rotation
- B) Job enrichment
- C) Job reengineering
- D) Job enlargement

24) Which of the following is a disadvantage of using questionnaires to gather job analysis information?

- A) Questionnaires are the most expensive method of collecting data
- B) Supervisors are required to verify all collected questionnaire data
- C) Questionnaires are too open-ended for statistical information
- D) Developing and testing questionnaires is time-consuming

25) One of the problems with observation as a method of collecting job analysis information is.....,where workers alter their normal activities because they are being watched.

- A) flexibility
- B) falsification
- C) reactivity
- D) diversion

26) A..... summarizes the essence of the job, and includes only its major functions or activities.

- A) job identification
- B) jobsummary
- C) standardsof performance
- D) jobspecification

27) _____ is the process of deciding what positions the firm will have to fill and how to fill them.

- A) Recruitment
- B) Selection
- C) Job analysis
- D) Workforce planning

28) The process of deciding how to fill executive positions at a firm is known as _____.

- A) internal recruiting
- B) succession planning
- C) long-term forecasting
- D) advanced interviewing

29) The ongoing process of systematically identifying, assessing, and developing organizational leadership to enhance performance is known as _____.

- A) employee mentoring
- B) succession planning
- C) work sampling
- D) employee recruiting

30) Succession planning involves three steps: (1) _____, (2) develop inside candidates, and (3) assess and choose those who will fill the key positions.

- A) identify key needs
- B) job specifications
- C) global trends
- D) labor relations

31) _____ are special employment agencies retained by employers to seek out top management talent for their clients.

- A) State-run employment agencies
- B) Private employment agencies
- C) Temporary agencies
- D) Executive recruiters

32) Which of the following terms refers to the use of non-traditional recruitment sources?

- A) negligent hiring
- B) personnel planning
- C) human resource management
- D) alternative staffing

33) Which of the following is NOT a tool used by firms to recruit outside candidates?

- A) newspaper advertising
- B) intranet job postings
- C) employment agencies
- D) college recruiting

34) If a person scores a 70 on an intelligence test on a Wednesday and 110 when retested on Thursday, we can conclude that this test is _____.

- A) valid
- B) notvalid
- C) reliable
- D) notreliable

35) Which of the following is the primary reason that firms conduct background investigations of job applicants?

- A) adhere to legal hiring practices
- B) limit the number of applicants
- C) uncover false information
- D) report criminals to police

36) Which of the following refers to a procedure designed to predict future job performance based on an applicant's oral responses to oral inquiries?

- A) work sample simulation
- B) selection interview
- C) reference check
- D) arbitration

37) In a _____ interview, a panel interviews several candidates simultaneously.

- A) formal
- B) serial
- C) one-on-one
- D) mass

38) A structured process by which people become skilled workers through a combination of formal learning and long-term on-the-job training is called _____.

- A) job instruction training
- B) programmed learning
- C) apprenticeship training
- D) mobile learning

39) Which of the following terms refers to the process of evaluating an employee's current and/or past performance relative to his or her performance standards?

- A) employee selection
- B) performance appraisal
- C) employee orientation
- D) organizational development

40) The continuous process of identifying, measuring, and developing the performance of individuals and teams and aligning their performance with the organization's goals is known as _____.

- A) strategic management
- B) performance analysis
- C) performance appraisal
- D) performance management

41) _____ is the company's plan for how it will match its internal strengths and weaknesses with external opportunities and threats in order to maintain a competitive advantage.

- A) A financial audit
- B) A strategic plan
- C) A strategic execution
- D) A strategic evaluation

42) All of the following are methods used by firms to develop high-potential candidates for future positions EXCEPT _____.

- A) providing internal training
- B) implementing job rotation

- C) offering global assignments
- D) developing skills inventories

43) Which of the following includes five basic functions—planning, organizing, staffing, leading, and controlling?

- A) a job analysis
- B) strategic management
- C) the management process
- D) adaptability screening

44) Which test measures a range of abilities including memory, vocabulary, verbal fluency, and numerical ability?

- A) standardized
- B) intelligence
- C) achievement
- D) personality

45) Which of the following is an advantage of using management assessment centres?

- A) Development costs are very low.
- B) Minimal time is required for test administration.
- C) Industrial psychologists are involved in the testing process.
- D) Experts observe and appraise each candidate's leadership potential.

46) What is the first step in conducting an effective interview?

- A) knowing the job
- B) developing relevant questions
- C) establishing rapport with candidates
- D) asking technical questions

47) Which of the following is another term for an unstructured interview?

- A) directive
- B) nondirective
- C) unformatted
- D) administrative

48) _____ training is a method in which trainees learn on actual or simulated equipment they will use on the job, but are trained off the job.

- A) Vestibule
- B) Virtual-reality
- C) Programmed
- D) Job instruction

49) Sarah was hired soon after graduation and assigned to complete a management trainee program. She will move to various jobs each month for a nine-month period of time. Her employer is utilizing the _____ form of training.

- A) job rotation
- B) understudy
- C) job expansion
- D) informal learning

50) What is the first step of the training process?

- A) assessing the program's successes
- B) appraising the program's budget
- C) analysing the training need
- D) acquiring training materials

51) What is the first step of the performance appraisal process?

- A) giving feedback
- B) setting work standards
- C) making plans to provide training
- D) assessing the employee's performance

52) Which of the following refers to the human requirements needed for a job, such as education, skills, and personality?

- A) Job specifications
- B) Job analysis
- C) Job placement
- D) Job description

53) Which of the following indicates the division of work within a firm and the lines of authority and communication?

- A) Process chart
- B) Employee matrix
- C) Organization chart
- D) Corporate overview

54) A (an)..... Shows the flow of inputs to and outputs from a job being analyzed.

- A) Organization chart
- B) Process chart
- C) Job analysis
- D) Job description

55) A reliable employment test will most likely yield _____.

- A) consistent scores when a person takes two alternate forms of the test
- B) improved scores when a person takes the same test more than once in a single day
- C) high scores when a person takes two alternate forms of the test on different occasions
- D) similar scores when two different people are administered the test at different times

56) Which of the following terms refers to the accuracy with which a test fulfills the function for which it was designed?

- A) reliability
- B) validity
- C) expectancy
- D) consistency

57) Selection interviews are classified by all of the following factors EXCEPT _____.

- A) administration
- B) structure
- C) content
- D) length

58) How do situational interviews differ from behavioral interviews?

- A) Situational interviews are based on an applicant's responses to actual past situations.
- B) Situational interviews are based on how an applicant might behave in a hypothetical situation.
- C) Situational interviews ask applicants job-related questions to assess their knowledge and skills.
- D) Behavioral interviews ask applicants to describe their emotions in different hypothetical situations.

59) In a stress interview, the interviewer _____.

- A) provides an applicant with a task to complete in a set amount of time
- B) tries to make the applicant uncomfortable in order to spot sensitivity
- C) gives a word problem to see how the candidate thinks under pressure
- D) describes a hypothetical situation to assess how the applicant responds

60) Which of the following would most likely occur during the fourth step of the training process?

- A) holding on-the-job training sessions
- B) selecting employees for training
- C) preparing online training materials

D) asking participants for feedback