



Human Resource Management.m

- 1 Which of the following statements is true of the functions of human resource management?
- 2 A useful way to measure the productivity of a workforce is:
- 3 ..., a method to increase employee productivity, involves eliminating layers of management and changing reporting relationships, as well as cutting staff through downsizing, layoffs, and early retirement buyout programs.
- 4 ..., a method to increase employee productivity, involves having fewer employees who perform multiple job tasks.
- 5 ..., a method to increase employee productivity, includes ensuring that staffing, training and development, performance management, and compensation are not working to offset productivity.
- 6 Which of the following is a part of the process of redesigning work?
- 7 Which of the following is a part of the process of aligning human resource activities?
- 8 Which of the following is true of the administrative role of human resource departments?
- 9 Which of the following is true of the operational role of human resource departments?
- 10 A person who is responsible for performing a variety of human resource activities is known as a ...
- 11 Company WannaBeeBetter decides to conduct ... to examine the flow and coordination of work throughout the organization with the intent of improving productivity as well as employee satisfaction and involvement.
- 12 Increasing the depth of a job by adding responsibility for planning, organizing, controlling, or evaluating the job is called ...
- 13 Which of the following is an example of job enrichment?
- 14 ... is the process of shifting a person from job to job.
- 15 The extent to which the work requires several activities for successful completion indicates its ...





- 16) The extent of individual freedom and discretion in the work and its scheduling is called ...
- 17) With respect to the special types of teams in an organization, a team which is separated geographically but linked by communications technology is called a ... team.
- 18) Inflation of jobs and job titles occurs when ...
- 19) With respect to the job description components, the ... section of the job description may contain the job title, department, reporting relationships, and location.
- 20) With respect to the job description components, the ... section often includes statements which allow the employer some discretion in changing the employees' job duties.
- 21) Employee Performance = ...
- 22) Maslow's hierarchy and Herzberg's two-factor theory are similar in that they both focus on ...
- 23) The perceived fairness of what a person does compared with what the person receives forms the essence of ... theory.
- 24) Which of the following is a component of psychological contracts?
- 25) Which of the following is a characteristic of an engaged employee?
- 26) Which of the following is a sign that an employee is not engaged?
- 27) Recruiting and advertising expenses are considered ... that organizations incur to fill positions that are vacant as a result of employee turnover.
- 28) Which of the following is an example of "intangible" or "Intrinsic" employee recognition?
- 29) According to the process for managing retention, employee surveys are a component of ...
- 30) According to the process for managing retention, ... is a component of management intervention.
- 31) The external supply pool from which employers attract employees are known as the ...
- 32) In an intensive recruiting campaign, a company ...





- 33) ... can be done to improve the number and quality of recruiting candidates, and to reduce the internal HR employee time devoted to recruiting.
- 34) Which of the following is a challenge of utilizing flexible staffing?
- 35) Which of the following is an advantage of flexible staffing?
- 36) Which of the following is a disadvantage of Internet job boards?
- 37) One of the advantages of recruiting over the Internet is that it ...
- 38) A major disadvantage of Internet recruiting is that ...
- 39) Which of the following is an advantage of external recruiting?
- 40) The success of a job advertisement can best be judged by ...
- 41) In addition to deciding whether a job applicant fits the organization as a whole, the hiring manager should think about ... for the employee, by asking "Can our company provide the right job for this person?"
- 42) Selection and placement activities typically focus on the applicant's ...
- 43) Questions that ask for ... in the job application form should not be asked because they may violate anti-discrimination EEO (Equal employment opportunity) legislation.
- 44) Instruments that assess an individual's capacity to perform in a specific manner are known as ... tests.
- 45) An assessment center is ...
- 46) As a part of the selection process, many organizations use ... to simulate job tasks.
- 47) A(n) ... interview uses a set of standardized questions asked of all job applicants.
- 48) Which of the following questions is an example of a behavioral interview?
- 49) Andrea is very good at recognizing and regulating her own feelings as well as empathizing with others. Given these strengths, Andrea would most likely score highly on which type of test?





- 50 As Director of HR at a telecommunications company, Veronica noticed high turnover amongst recently hired employees. To address this issue, Veronica instituted a policy in which all interviewers include ... to help weed out applicants who are likely to quit soon after they are hired.
- 51 ... training provides long-term focus to enhance individual and organizational capabilities for the future.
- 52 Which of the following is an example of mandatory training?
- 53 A person's knowledge about other cultures is ... component of intercultural competence.
- 54 A person's actions in cross-cultural situations reflect the ... component of his or her intercultural competence.
- 55 Social skills training focusing on intercultural situations is an example of ... training.
- 56 Also called onboarding, ... is the most important and widely conducted type of regular training done for new employees.
- 57 When used in the context of a needs assessment, performance appraisals are an example of a source of ...
- 58 In training delivery, which of the following mediums is most likely to result in the active production of the skills and behaviors that will be used on the job?
- 59 In training delivery, which of the following mediums most clearly allows individuals to work through the training materials at their own pace?
- 60 Having trainees perform tasks that are part of the job is typically done to ...
- 61 Which of the following measures will reduce the risk of wasting time on training employees for a specialty that might become obsolete?

