Package Title: Practice

Course Title: Boone, Contemporary Business, Third Canadian Edition

Chapter Number: 08

Shuffle: No

Question type: Multiple Choice

1) Which of the following is **not** a function of human resource managers?

a) employee training

b) forecasting revenue

c) managing staffing needs

d) establishing compensation and benefits levels

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.1 Explain the role and responsibilities of human resource management.

Section Reference 1: Human Resources: The People Behind the People

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

2) Most companies now rely on which one of the following methods as a primary means of recruitment?

a) college/university job fairs

b) Internet

c) personal referrals

d) want ads

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.2 Describe how human resource managers recruit and select employees.

Section Reference 1: Recruitment and Selection

Bloom’s Taxonomy: Knowledge

AACSB: Communication

Question type: Multiple Choice

3) Why is it important to spend adequate time and effort during the employee selection process?

a) Most potential employees don’t know much about the prospective employer.

b) Companies that spend more time looking for employees can offer lower salaries.

c) A bad hiring decision can be very costly.

d) Asking the wrong question in an interview can lead to lawsuits.

Answer: c

Difficulty: Hard

Learning Objective 1: LO8.2 Describe how human resource managers recruit and select employees.

Section Reference 1: Recruitment and Selection

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

4) The most expensive part of recruitment and selection is

a) advertising job openings.

b) conducting background checks.

c) employment testing.

d) making a bad hire.

Answer: d

Difficulty: Medium

Learning Objective 1: LO8.2 Describe how human resource managers recruit and select employees.

Section Reference 1: Recruitment and Selection

Bloom’s Taxonomy: Comprehension

AACSB: Communication

5) To avoid mistakes, many employers require applicants to complete which of the following?

a) training camps

b) employment tests

c) affirmative action questionnaires

d) diversity surveys

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.2 Describe how human resource managers recruit and select managers.

Section Reference 1: Recruitment and Selection

Bloom’s Taxonomy: Knowledge

AACSB: Communication

6) \_\_\_\_\_\_\_\_ training involves an employee learning new job skills by serving for a time with a trained worker.

a) Management development

b) Recruitment

c) Apprenticeship

d) Classroom

Answer: c

Difficulty: Easy

Learning Objective 1: LO8.3 Discuss how companies develop their employees.

Section Reference 1: Orientation, Training, and Evaluation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

7) A lot of firms are replacing classroom training with which of the following?

a) management workshops

b) business simulation training

c) apprenticeships

d) computer-based training

Answer: d

Difficulty: Easy

Learning Objective 1: LO8.3 Discuss how companies develop their employees.

Section Reference 1: Orientation, Training, and Evaluation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

8) George is being considered for a promotion to an intermediate level in the company. What type of training program would help him improve his skills and broaden his knowledge?

a) on-the-job training

b) classroom-based training

c) cross-training

d) a management development program

Answer: d

Difficulty: Hard

Learning Objective 1: LO8.3 Discuss how companies develop their employees.

Section Reference 1: Orientation, Training, and Evaluation

Bloom’s Taxonomy: Comprehension

AACSB: Communication

9) Evaluation of, and feedback on, an employee’s performance is called which of the following?

a) management development

b) on-the-job-training

c) performance appraisal

d) benchmarking

Answer: c

Difficulty: Easy

Learning Objective 1: LO8.3 Discuss how companies develop their employees.

Section Reference 1: Orientation, Training, and Evaluation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

10) What is a type of performance appraisal that gathers feedback from a review panel of 8 to 12 people, including coworkers, supervisors, team members, subordinates, and sometimes customers?

a) a 360-degree performance review

b) an employee opinion survey

c) a peer performance review

d) a straight-line feedback assessment

Answer: a

Difficulty: Medium

Learning Objective 1: LO8.3 Discuss how companies develop their employees.

Section Reference 1: Orientation, Training, and Evaluation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

Question type: True/False

11) Wages and salaries are interchangeable terms.

1. True
2. False

Answer: False

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how companies develop their employees.

Section Reference 1: Compensation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

Question type: Multiple Choice

12) Most firms base their compensation policies on

a) seniority.

b) educational level.

c) the salaries and wages paid by other companies who hire similar employees.

d) whether the applicant has worked for a competitor.

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how firms compensate employees.

Section Reference 1: Compensation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

13) Pay based on an hourly rate or the amount of work accomplished is which of the following?

a) salary

b) stipend

c) wage

d) remuneration

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how firms compensate their employees

Section Reference 1: Compensation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

14) An effective compensation system should do all of the following **except:**

a) attract well-qualified workers.

b) keep them satisfied in their jobs.

c) make them want to get promoted.

d) inspire them to succeed.

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how firms compensate employees.

Section Reference 1: Compensation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

15) What percent of an employee’s compensation takes the form of employee benefits?

a) 15%

b) 30%

c) 45%

d) 70%

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how firms compensate employees.

Section Reference 1: Compensation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

16) According to the text, wages and salaries are approximately \_\_\_\_\_\_ of the total employee compensation costs.

a) 60%

b) 65%

c) 70%

d) 75%

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how firms compensate employees.

Section Reference 1: Compensation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

17) The loss of an employee for any reason, voluntary or involuntary, is referred to as

a) employee loss.

b) employee attrition.

c) employee separation.

d) employee dissatisfaction.

Answer: c

Difficulty: Hard

Learning Objective 1: LO8.5 Discuss employee separation and the impact of downsizing and outsourcing.

Section Reference 1: Employee Separation

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

18) Two of the most common reasons for downsizing are:

a) to remain competitive against domestic rivals and develop international markets.

b) to hire more qualified employees and reduce labour costs.

c) to cut overhead costs and streamline the organizational structure.

d) to eliminate labour tension and increase profits.

Answer: c

Difficulty: Hard

Learning Objective 1: LO8.5 Discuss employee separation and the impact of downsizing and outsourcing.

Section Reference 1: Employee Separation

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

19) How does downsizing affect the company?

a) After a brief company improvement, there can be many negative affects.

b) Many employees become more committed to the organization because their job has been spared.

c) Employees often worry about job security and become angry that they have to work harder for the same pay.

d) Downsizing doesn’t seem to affect commitment or morale.

Answer: a

Difficulty: Hard

Learning Objective 1: LO8.5 Discuss employee separation and the impact of downsizing and outsourcing.

Section Reference 1: Employee Separation

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

20) Using outside vendors to produce goods, or fulfill services and functions that were previously handled in-house, is referred to as:

a) offshoring.

b) downloading.

c) outsourcing.

d) offloading.

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.5 Discuss employee separation and the impact of downsizing and outsourcing.

Section Reference 1: Employee Separation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

21) Which of Maslow’s needs pertains to people’s need for attention, recognition, and appreciation?

a) social needs

b) esteem needs

c) self-actualization needs

d) safety needs

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Comprehension

AACSB: Communication

22) Theory X assumes that employees:

a) like to work and want to be recognized for their work.

b) dislike work but feel an obligation to it.

c) dislike work and avoid it.

d) like to work but feel their personal lives take priority.

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

23) Expectancy theory states that

a) employees evaluate the likelihood that their efforts will lead to a desired outcome.

b) employees are not rational about their abilities.

c) the desirability of the reward has no bearing on employee effort.

d) lower order needs must be satisfied before effort will be produced.

Answer: a

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

24) Flexible work plans are becoming more common. Which plan allows employees to set their own work hours within the constraints set by the firm?

a) job sharing

b) flextime

c) compressed work week

d) telecommuting

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how firms compensate employees.

Section Reference 1: Compensation

Bloom’s Taxonomy: Knowledge

AACSB: Communication

25) Firms can help meet employees’ \_\_\_\_\_\_\_\_\_ needs by providing affordable health coverage and a company sponsored pension plan.

a) physiological

b) safety

c) social

d) esteem

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom,s Taxonomy: Application

AACSB: Communication

26) In order to provide motivation, goals should be

a) difficult to achieve.

b) determined by the supervisor and communicated to the employee.

c) unrelated to compensation.

d) specific and challenging.

Answer: d

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Comprehension

AACSB: Communication

27) All of the following are characteristics of job enrichment **except:**

a) systematically move employees from one job to another.

b) empower employees to take responsibility for their work.

c) offer employees additional training to learn skills and grow.

d) increase employees’ authority to decide how work should be done.

Answer: a

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

28) Theory Y assumes that employees:

a) dislike work and want to be recognized for their work.

b) like work and seek it.

c) dislike work but feel an obligation to it.

d) like to work but feel their personal lives take priority.

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Knowledge

AACSB: Analytic

29) A system of moving employees from one job to another is referred to as job:

a) enrichment.

b) rotation.

c) enlargement.

d) shifting.

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Knowledge

AACSB: Communication

30) A group of workers who organize themselves to work toward common goals in the areas of wages, hours, and working conditions is referred to as:

a) employee collective.

b) labour union.

c) work force.

d) workers group.

Answer: b

Difficulty: Easy

Learning Objective 1: LO8.7 Discuss labour-management relations.

Section Reference 1: Labour-Management Relations

Blooms Taxonomy: Knowledge

31) \_\_\_\_\_\_\_\_\_ is the process of negotiation between management and union representatives.

a) Mediation

b) Arbitration

c) Grievance

d) Collective bargaining

Answer: d

Difficulty: Medium

Learning Objective 1: LO8.7 Discuss labour-management relations.

Section Reference 1: Labour-Management Relations

Bloom’s Taxonomy: Application

AACSB: Communication

32) Closing a firm to put pressure on union members is called

a) strikebreaking.

b) a lockout.

c) picketing.

d) a boycott.

Answer: b

Difficulty: Medium

Learning Objective 1: LO8.7 Discuss labour-management relations..

Section Reference 1: Labour-Management Relations

Bloom’s Taxonomy: Application

AACSB: Analytic

33) If an employee files a grievance that cannot be settled by the highest company officer, what is the next step?

a) a union contract negotiation

b) a strike and picketing

c) mediation

d) a boycott

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.7 Discuss labour-management relations.

Section Reference 1: Labour-Management Relations

Bloom’s Taxonomy: Comprehension

AACSB: Analytic

34) Employee benefits are additional compensation that is paid entirely, or in part, by the company. Which one of the following is **not** typically included in a benefit package?

a) Child and elder care

b) Gym memberships

c) Expense account

d) Health insurance

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.4 Describe how firms compensate employees.

Section Reference 1: Compensation

Bloom’s Taxonomy: Application

AACSB: Analytic

35) One of the most important goals of managers is to:

a) Motivate employees to be loyal to the company and perform to the best of their ability.

b) Ensure that Maslow’s Hierarchy of Needs is met for each individual.

c) Encourage competition among employees to increase productivity.

d) Manage outsourcing with third party vendors to lower production costs.

Answer: a

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Comprehension

AACSB: Communication

36) Which one of the following needs on Maslow’s Hierarchy of Needs best fits the following description: These needs refer to one’s desire to be accepted by those around them, such as family, friends and co-workers.

a) social (belongingness) needs

b) esteem needs

c) self-actualization needs

d) physiological needs

Answer: a

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Knowledge

AACSB: Communication

37) The process people use to evaluate the likelihood that their efforts will lead to the results they want, and the degree to which they want those results, is called

a) Equity theory.

b) Cost-benefit analysis.

c) Expectancy theory.

d) Foresight.

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Knowledge

AACSB: Communiucation

38) Jobs can be designed to be more motivating in three ways. Which of the following is **not**  one of them?

a) Job Enlargement

b) Job Enrichment

c) Job Expectancy

d) Job Rotation

Answer: c

Difficulty: Medium

Learning Objective 1: LO8.6 Explain the different methods and theories of motivation.

Section Reference 1: Motivating Employees

Bloom’s Taxonomy: Knowledge

AACSB: Analytic