Package Title: Clickers

Course Title: Boone, Kurtz, Khan, Canzer, Contemporary Business, Third Canadian Edition

Chapter Number: 08

Question type: Multiple Choice

1) 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

2) Flexible benefit plans, packages offering a choice of benefits to be distributed throughout a family, can also be referred to as:

a) PTOs

b) flextime

c) cafeteria Plans

d) sharing Programs

Answer: c

3) The process of reducing the number of employees within a firm by eliminating jobs is called what:

a) employee separation.

b) downsizing.

c) outsourcing.

d) involuntary turnover.

Answer: b

4) The best companies to work for achieve that status because:

a) managers understand how to motivate employees.

b) employees are empowered.

c) employees are well paid.

d) objectives to achieve are clear.

Answer: a

5) When a company forecasts the number of employees it will need, it is engaging in:

a) speculation.

b) a human resource plan.

c) recruitment decision making.

d) an exercise in futility.

Answer: b

6) Which of the following is appropriate for an interviewer to ask an applicant during the initial interviewing process?

a) Education

b) Marital status

c) Religion

d) Criminal record

Answer: a

7) 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

8) Joan quit her job to start her own business. Joan’s decision to leave her job was:

a) involuntary turnover.

b) outsourcing.

c) voluntary turnover.

d) downsizing.

Answer: c

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

a) College/university job fairs

b) Websites

c) Personal referrals

d) Want ads

Answer: b

10) Theory X assumes that employees:

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

b) dislike work and avoid it.

c) dislike work but feel an obligation to it.

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

Answer: b

11) Many companies use performance appraisals to evaluate an employee’s job performance. Which one of the following is NOT a criteria for an effective performance review?

a) Must be linked to organizational goals

b) Take place in the form of a two-way conversation

c) Take place several times per year

d) Be based on a single manager’s subjective review

Answer: d

12) A performance review which takes place before a review panel of 8 to 12 people including co-workers, supervisors, team members and more is referred to as a:

a) Review Panel

b) 360-degree performance review

c) Group Feedback Review

d) 180-degree performance review

Answer: b

13) Which one of the following factors is NOT something most firms base their compensation policies on?

a) The employee’s previous wage.

b) What competing companies are paying.

c) The cost of living.

d) An employee’s productivity.

Answer: a

14) Which one of the following is the correct sequence of needs according to Maslow’s Hierarchy of Needs Theory?

a) Physiological needs, social (belongingness) needs, self-actualization needs, esteem needs, safety needs

b) Self-actualization needs, esteem needs, social (belongingness) needs, safety needs, physiological needs

c) Safety needs, esteem needs, physiological needs, social (belongingness) needs, self-actualization needs

d) Physiological needs, safety needs, social (belongingness) needs, esteem needs, self-actualization needs

Answer: d

15) Which one of the following is not one of the five Management By Objectives (MBO) principles?

a) A series of related organization goals and objectives

b) Implementing a rewards system

c) Participative decision-making

d) A set time period to accomplish goals

Answer: b