

DP Business Management Unit 2 Quiz: Human Resources

Part I: Multiple Choice

1. Which of the following is not a task of human resource planning?
 - a. Recruitment
 - b. Retention
 - c. Discipline and dismissal
 - d. Payment of wages and salaries

2. The supply of labor for a business is least directly affected by
 - a. Training and development programs offered by the business
 - b. The dynamics of the internal workforce
 - c. An ageing population
 - d. An increase in examination standards set by the industry

3. In an interview, a question such as, "What would you do if you saw a fellow worker stealing?" is an example of what type of question?
 - a. Risk assessment questions
 - b. Situational based questions
 - c. Behavioral based questions
 - d. Aptitude questions

4. A person specification
 - a. looks at the essential skills and knowledge required to carry out a specific job role
 - b. identifies the personal achievements and employment history of a candidate
 - c. specifies the requirements of what the ideal person needs to do in the job
 - d. lists the responsibilities of the post holder

5. Appraisals that involve gathering information concerning the appraisee from different groups of people who work with the employee are known as
 - a. 360 degree appraisals
 - b. stakeholder appraisals
 - c. peer appraisals
 - d. upwards appraisals

6. One problem with appraisal methods that use rating scales is that
 - a. they are relatively expensive to conduct compared to other appraisal methods
 - b. they lack structure in design
 - c. some traits that are scaled may not be directly relevant to job performance
 - d. they are not standardized so makes comparisons very difficult

7. Which of the options below is the most likely benefit of delaying to a business?
 - a. Wider spans of control
 - b. Increased delegation to subordinates
 - c. Shorter chains of command
 - d. Improved motivation

8. Which type of flexible organizational structure is based on different departments temporarily working together to achieve an organizational objective?
 - a. Decentralized
 - b. Outsourcing
 - c. Matrix management
 - d. Shamrock organization

9. Which of the following is a drawback of using matrix organizational structures?
 - a. Taller hierarchical structures
 - b. Narrower spans of control
 - c. Conflicting interest from having more than one line manager
 - d. Reduced employee empowerment

10. Decentralization means
 - a. Orders are sent from the senior management team as they need to oversee corporate strategy
 - b. Passing responsibility and authority away from the senior management team to individual departments
 - c. Removing decision making power from managers
 - d. Informal communication between staff from various departments

11. Which management / motivational theorist did not recognize the need to communication as a source of motivation in the workplace?
 - a. A. Maslow
 - b. F. Taylor
 - c. E. Mayo
 - d. C. Handy

12. The transfer of information from one party to another is known as
 - a. Communication
 - b. Communication channels
 - c. Communication paths
 - d. Transmission mechanism

13. Which statement does not apply to a Theory X view of workers?
- Workers do not like work
 - Staff must be closely monitored as they are lazy
 - Employees try to avoid responsibility
 - Workers can be fulfilled by their work
14. _____ believed that managers can have one of two distinct views of the _____ and motivation of employees at work
- Herzberg, movement
 - McGregor, attitudes
 - Maslow, attitudes
 - Taylor, movement
15. Which management or leadership style is most suitable during a hostile takeover?
- Authoritarian
 - Autocratic
 - Democratic
 - Paternalistic
16. According to Frederick Taylor, the best type of payment system would be one based on
- The qualifications and experience of a worker
 - Piece-rate payment systems
 - Time-based payment systems
 - Wages and salaries
17. Which of the following is a 'maintenance' factor under Herzberg's theory of motivation?
- Advancement
 - Personal Growth
 - Salary
 - Responsibility
18. According to McGregor's theory X and Theory Y, which of the worker attitudes listed below do managers hold if they are Theory Y?
- Are lazy and therefore need to be controlled
 - Are keen to excel
 - Need threats and punishments
 - are motivated by financial rewards
19. Security needs in Maslow's hierarchy of needs can be met by offering employees
- Piece rate payments
 - Money
 - Employment contracts
 - Promotion

20. Which of the following would not be classed as a fringe benefit?
- Company car
 - Salaries
 - Private education allowance
 - Work uniform (clothing)
21. The method of motivation that encourages workers to decide on their work priorities and to come up with their own solutions problems is known as
- Laissez-faire management
 - Delegation
 - Empowerment
 - Performance appraisal
22. Which payment system is preferred for situations where quality and output cannot be easily measured?
- Piece rate
 - Performance related
 - Time based
 - Output based
23. According to John Kotter and James Heskett (1992), which type of culture is resistant to change since people hold negative views about organization culture change?
- Inert cultures
 - Adaptive cultures
 - Command and rule cultures
 - Process cultures
24. Corporate culture is based on
- The management and leadership styles in an organization
 - The set of beliefs and values held by the people within an organization
 - The traditions and customs of a country
 - The rules and regulations set out by the prevailing government
25. Employers' associations
- Represent the views and interests of business within a specific industry
 - Represent the views of the media regarding an employer's treatment of its workers
 - Deal with public relations issues in order to gain positive media coverage
 - Employ highly skilled managers to intimidate or pressure employees to cease any form of industrial action

26. Arbitration is the process of
- a. Settling disputes by using an agreed arbitrator whose decision is legally binding
 - b. Using an external arbitrator to negotiate a win-win outcome for those in conflict
 - c. Improving working conditions in the workplace to benefit both employers and employees
 - d. Resolving conflict by hiring a mediator to advice on the outcome of a dispute
27. A public relations disaster can be prevented by
- a. Having a larger marketing budget
 - b. Preparing a better business plan
 - c. Crisis prevention through foresight
 - d. Crisis prevention through hindsight
28. Quantifiable risks are those that are
- a. Expensive to insure against
 - b. Financially measureable threats
 - c. Difficult or impossible to measure
 - d. Natural in occurrence
29. The systematic attempt to prevent or to manage crises should they occur is known as
- a. Workforce planning
 - b. Damage recovery management
 - c. Contingency planning
 - d. Crisis management
30. The way in which an organization responds to a crisis is known as
- a. Contingency planning
 - b. Crisis management
 - c. Operational management
 - d. Emergency backup plan