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| **HUMAN RESOURCE MANAGEMENT** |
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| 1)  | Workforce planning involves all the following**except** \_\_\_\_\_. |
|  | A) organizing the training of staff |
|  | B) forecasting future personnel requirements |
|  | C) examining production plans in a factory |
|  | D) preparing and maintaining personnel records |

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| 2)  | Interview Question: What changes have you made in working with others to be more effective at work? This question will help the interviewer to learn more about the candidate’s \_\_\_\_\_. |
|  | A) professional characteristics |
|  | B) team skills |
|  | C) goals for the future with the company |
|  | D) dedication to completing a project |

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| 3)  | Employers are required to provide full-time employees with \_\_\_\_\_. |
|  | A) pensions |
|  | B) holiday leave |
|  | C) sick leave |
|  | D) health insurance |

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| 4)  | Quality-driven leadership leads to \_\_\_\_\_. |
|  | A) unhappy employees |
|  | B) break down of the team |
|  | C) employee layoffs |
|  | D) a competitive edge |

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| 5)  | The activity that presents a prime opportunity to expand the knowledge base of all employees is \_\_\_\_\_. |
|  | A) promotion |
|  | B) workplace training |
|  | C) retention |
|  | D) union participation |

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| 6)  | The process of collecting and analyzing information to determine the training requirements that would enable a target group of employees to meet or exceed the performance requirements of their roles within the organization is called a \_\_\_\_\_. |
|  | A) job organization |
|  | B) job description |
|  | C) needs assessment |
|  | D) job evaluation |

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| 7)  | With Internet technology, we have the capability to connect in real-time with people from all over the world using a \_\_\_\_\_. |
|  | A) corporate meeting |
|  | B) professional conference |
|  | C) skills seminar |
|  | D) webinar |

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| 8)  | With a cafeteria plan, employees can choose \_\_\_\_\_. |
|  | A) the hours that they want to work |
|  | B) from among benefits of equal value |
|  | C) the type of payment plan they want |
|  | D) random days off from work |

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| 9)  | Which of the following is**not** a step to establish pay rates? |
|  | A) conduct a job evaluation |
|  | B) compare pay grades to similar businesses in different parts of the country |
|  | C) research through market analysis |
|  | D) perform a job analysis and job evaluation |

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| 10)  | An employee takes a shortcut to complete a task at work. The result of this action is poorer customer service. This is an example of \_\_\_\_\_. |
|  | A) workplace efficiency |
|  | B) service exceeding company expectations |
|  | C) deficiency of knowledge |
|  | D) deficiency of execution |

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| 11)  | The employee appraisal process will **not** result in \_\_\_\_\_. |
|  | A) reduction in employee stress related to not knowing where they stand with the company |
|  | B) increased personal satisfaction for the employee |
|  | C) new job searches by the employee |
|  | D) opportunities for employees to identify career goals and develop skills |

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| 12)  | Safety in the workplace is required by \_\_\_\_\_. |
|  | A) National Labor Relations Act |
|  | B) OSHA laws |
|  | C) Employee Privacy Laws |
|  | D) National Labor Laws |

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| 13)  | The Americans with Disabilities Act (ADA) prohibits discrimination against people with disabilities in regard to all the following services at a hotel**except** \_\_\_\_\_. |
|  | A) wide enough door entries |
|  | B) line of credit |
|  | C) elevator |
|  | D) accessible shower |

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| 14)  | The act passed in 1947 to rebalance the power between labor and management and to ensure a healthy labor-management environment is the \_\_\_\_\_. |
|  | A) Wagner Act |
|  | B) National Labor Fair Standards Act |
|  | C) Landrum-Griffin Act |
|  | D) Taft-Hartley Act |

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| 15)  | An independent federal agency that administers the basic law governing relations between labor unions and the employers, whose operations influence interstate commerce, is the \_\_\_\_\_. |
|  | A) Affirmative Action Law |
|  | B) Equal Pay Act |
|  | C) Collective Bargaining Process |
|  | D) National Labor Relations Board |

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| 1) | C |
| 2) | B |
| 3) | D |
| 4) | D |
| 5) | B |
| 6) | C |
| 7) | D |
| 8) | B |
| 9) | B |
| 10) | D |
| 11) | C |
| 12) | B |
| 13) | B |
| 14) | D |
| 15) | D |