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| **HUMAN RESOURCE MANAGEMENT** | |
| |  |  | | --- | --- | | 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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| 8) | B |
| 9) | B |
| 10) | D |
| 11) | C |
| 12) | B |
| 13) | B |
| 14) | D |
| 15) | D |