

TRUE/FALSE. Write 'T' if the statement is true and 'F' if the statement is false.

1) People are the common element in all social organizations. 1) _____

Answer: True False

Explanation:

Page Ref:

Topic: 01-01 What is Human Resource Management?

2) Organizational goals are an organization's short- and long-term goals that human resource management aims to support and enable. 2) _____

Answer: True False

Explanation:

Page Ref:

Topic: 01-01 What is Human Resource Management?

3) The field of human resource management is not related to key organizational goals, product-market plans, technology, and innovation. 3) _____

Answer: True False

Explanation:

Page Ref:

Topic: 01-01 What is Human Resource Management?

4) Human resource management is central to all organizations and all organizations have a dedicated human resource department. 4) _____

Answer: True False

Explanation:

Page Ref:

Topic: 01-02 The difference between human resource management and a human resource department

5) A new venture or micro-business would initially have the entrepreneur perform HR related tasks. 5) _____

Answer: True False

Explanation:

Page Ref:

Topic: 01-01 What is Human Resource Management?

6) Strategies for businesses are formulated at three levels: corporate, a major business activity, and employee. 6) _____

Answer: True False

Explanation:

Page Ref:

Topic: 01-03 Strategic Human Resource Management

- 7) Employee salaries may account for more than 65% of the operating expenses in many organizations. 7) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-03 Strategic Human Resource Management
- 8) Using the focus strategy, a firm concentrates on a segment of the market. The firm may compete on the basis of either differentiation or cost leadership. 8) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-04 Understanding the Strategic Human Resource Management Process
- 9) Many organizations are now including specific strategies that directly consider their employees such as a strategy to become one of Canada's "Top 50 Best Managed Companies." 9) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-04 Understanding the Strategic Human Resource Management Process
- 10) Boom and bust economic cycles are experienced the same across the country. 10) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 11) Economic forces are defined as economic factors facing Canadian business, including historical trends, global trade forces, and the force to increase one's own competitiveness and productivity levels. 11) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 12) Canada's international trade advantage is due to its geographical location and multi-cultural population. 12) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces

- 13) Companies can gain accreditation in productivity optimization processes through organizations like the International Association for Six Sigma Certification. 13) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 14) Recruiting or developing innovative staff to create a culture of innovation within the organization is an example of a progressive human resource strategy. 14) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 15) In firms with non-routine production processes (such as advertising firms or software developers), flexible human resource practices that nurture creativity, innovation, and entrepreneurship may add more value. 15) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 16) Knowledge Management is an outcome of digital information systems. 16) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-11
- 17) All service industries combined currently account for more than 75% of the gross domestic product (GDP) in Canada. 17) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 18) The move towards extractive industries increases the need for innovation and creates an environment that requires not only knowledge workers, but individuals who bring innovative thinking to their organization. 18) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces

- 19) Moving from a factor-based to a knowledge-based economy is a trend witnessed only in North America. 19) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 20) With an increased reliance on knowledge workers, organizations also start to face challenges associated with employees hiding and withholding knowledge. 20) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 21) Educational attainment is the average academic level required to work at a particular job. 21) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 22) Educational attainment is not keeping pace with the growing knowledge based economy. 22) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 23) The foundation skills for employability in the future as identified by the Corporate Council on Education are: basic academic skills, personal management skills, and team work skills. 23) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces
- 24) The impact of population aging is the same, regardless of geographical location. 24) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-10

- 25) The growing youth population-those under age 25-entering the workforce has implications for Canada on a global scale. 25) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-10
- 26) In today's workplace, leaders may be faced with up to four generations-generation Y, generation X, baby boomers, and traditionalists. 26) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-10
- 27) Cultural forces are challenges facing a firm's decision makers because of cultural differences among employees. 27) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-12
- 28) Allophones are defined as someone whose native tongue is Albanian. 28) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-12
- 29) In the discussion of ethics, there are 3 approaches to determine "Right" behaviour. The 3 approaches are: universalistic, conformist, and subjectivist. 29) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-12
- 30) The reasons most often cited by HR professionals for engaging in unethical behaviours are: a need to follow the boss's orders, pressure to meet overly aggressive business objectives, and helping the organization to survive. 30) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-05 Economic Forces

- 31) Equifinality means there are many paths to any given objective. The key to success is choosing the path that best aligns to the organization's strategic goals. 31) _____
- Answer: True False
- Explanation:
- Page Ref:
- Topic: 01-05 Economic Forces
- 32) Some organizations consciously make an effort to create an egalitarian, participative, and entrepreneurial work climate. HR practices such as seniority- and rank-based pay and top-down communication channels are likely to work best in this situation. 32) _____
- Answer: True False
- Explanation:
- Page Ref:
- Topic: 01-01 What is Human Resource Management?
- 33) Performance appraisals indicates how well human resource activities have been carried out, since poor performance might often mean that selection or training activities need to be redesigned. 33) _____
- Answer: True False
- Explanation:
- Page Ref:
- Topic: 01-04 Understanding the Strategic Human Resource Management Process
- 34) Without a future orientation, the human resources department becomes proactive, not reactive. Proactive approaches allow minor problems to become major ones. 34) _____
- Answer: True False
- Explanation:
- Page Ref:
- Topic: 01-03 Strategic Human Resource Management
- 35) Human resource audits need not be done for the entire organization. The audit can be performed only on a division. 35) _____
- Answer: True False
- Explanation:
- Page Ref:
- Topic: 01-04 Understanding the Strategic Human Resource Management Process
- 36) Human resource managers must constantly scan their professional and social environment for clues about the future. New developments may mean new challenges. 36) _____
- Answer: True False
- Explanation:
- Page Ref:
- Topic: 01-04 Understanding the Strategic Human Resource Management Process

- 37) Delegation reduces a manager's responsibility. 37) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-06 The Organization of Human Resource Management
- 38) When a human resources department first emerges, it is typically small and reports to a senior-level manager. 38) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-06 The Organization of Human Resource Management
- 39) Human resource managers do not have the authority to order other managers in other departments to accept their ideas. 39) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-07 The Service Role of the Human Resource Department
- 40) In highly technical or extremely routine situations, the human resources department may be given the right to make decisions usually made by line managers or top management. This is called functional authority. 40) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-07 The Service Role of the Human Resource Department
- 41) Change mastery is a competency which a human resource manager is expected to possess. 41) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-08 Today's Human Resource Management Professional
- 42) Human resource professionals need to be well versed in data driven decision making and financial operations. 42) _____
Answer: True False
Explanation:
Page Ref:
Topic: 01-08 Today's Human Resource Management Professional

43) The designation Certified Human Resources Professional (CHRP) is applicable only within the province in which it is granted. 43) _____

Answer: True False

Explanation:

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

44) Recent changes to old age security forces workers to wait until what age to claim old age security? 44) _____

- A) 67 B) 63 C) 69 D) 60 E) 65

Answer: A

Explanation: A)

B)

C)

D)

E)

Page Ref:

Topic: 01-05 Economic Forces

45) Which of the following may be a benefit of an employer providing workout facilities within the organization's physical space? 45) _____

- A) an increase in marriage rates between employees
B) a decrease in expenses associated with sick days
C) an increase in employee morale
D) an increase in health benefits
E) all of the choices except an increase in marriage rates between employees

Answer: E

Explanation: A)

B)

C)

D)

E)

Page Ref:

Topic: 01-03 Strategic Human Resource Management

46) Which of the following contributes to an organization's character?

46) _____

- A) unions
- B) people
- C) technology
- D) age
- E) all of the choices

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

47) To deal effectively with ever-increasing challenges, successful human resources managers must display the following competencies EXCEPT:

47) _____

- A) a mastery of their organization's business
- B) high personal credibility
- C) a superior ability to direct and manage change
- D) an intimate knowledge of their organization's financial procedures
- E) a mastery of human resource management tools

Answer: D

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

- 48) Which of the following tasks might a human resources manager have to carry out during a recessionary period? 48) _____
- A) announcing wage concessions
 - B) providing assistance to secure supplementary employee counseling
 - C) implementing employee layoff
 - D) retraining staff
 - E) all of the choices except retraining staff

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 49) Which of the following is NOT a human resource activity? 49) _____
- A) attracting human resources
 - B) sourcing a new building to move into
 - C) motivating employees
 - D) planning human resources
 - E) evaluating human resources

Answer: B

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

50) According to top executives surveyed, what are the top strategic priorities which are HR related? 50) _____

- A) changing organizational culture and employee attitudes
- B) improving workforce performance
- C) attracting and retaining skilled staff
- D) changing leadership and management behaviors
- E) all of the choices

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-03 Strategic Human Resource Management

51) With employees working distally, the probability of data breaches is likely to climb. What step might an organization take to protect their sensitive data? 51) _____

- A) hire a cyber-security expert
- B) teach its employees hacking skills
- C) only permit employees to use corporate-issued hardware
- D) move all their storage to the cloud
- E) continuously back-up data

Answer: A

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 52) "A strategy to gain competitive advantage through lower costs of operations and lower prices for products" is the definition of which strategy? 52) _____
- A) differentiation
 - B) cost leadership
 - C) focus
 - D) organizational
 - E) none of the choices

Answer: B

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

- 53) The practice of responding to problems or challenges as they arise is: 53) _____
- A) strategic human resource management
 - B) demographic management
 - C) organizational management
 - D) reactive human resource management
 - E) cost leadership management

Answer: D

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-03 Strategic Human Resource Management

- 54) An examination of the human resource policies, practices, and systems of a firm (or division) to eliminate deficiencies and improve ways to achieve goals is a: 54) _____
- A) cost leadership strategy
 - B) mission statement
 - C) human resource audit
 - D) demographic change
 - E) differentiation strategy

Answer: C

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 55) The major challenges facing Canadian business today according to your text include the following EXCEPT: 55) _____
- A) cultural challenges
 - B) demographic challenges
 - C) technological challenges
 - D) economic challenges
 - E) social challenges

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

56) In formulating strategy, the human resource department must focus on all the following EXCEPT: 56) _____

- A) attracting human resources
- B) maintaining high performance
- C) planning for physical office space
- D) employee placement, development and evaluation
- E) employee motivation and rewards

Answer: C

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

57) Through gains in productivity, managers can: 57) _____

- A) enhance profits
- B) reduce costs
- C) save scarce resources
- D) help the organization to provide better pay and benefits
- E) all of the choices

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 58) Organizational goals can be categorized into: 58) _____
- A) economic (e.g., profit, shareholder value)
 - B) environmental (e.g., reduction of carbon footprint)
 - C) social (e.g., ethical practices)
 - D) not-for-profit (e.g., charities)
 - E) all of the choices except not-for-profit (e.g., charities)

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-01 What is Human Resource Management?

- 59) Service industries make significant contributions to our national wealth today. Which of the following is an example of a service industry? 59) _____
- A) fishing
 - B) education
 - C) forestry
 - D) mining
 - E) none of the choices

Answer: B

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

60) Which technological force trend has led to the development of mechatronics programs at some post-secondary institutions? 60) _____

- A) mechanization
- B) connectivity
- C) knowledge management
- D) flexible work design
- E) none of the choices

Answer: A

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

61) The ratio of a firm's outputs (goods and services) to its inputs (people, capital, materials, energy) is the definition of: 61) _____

- A) six sigma certification
- B) cultural forces
- C) automation and mechanization
- D) flexible work design
- E) productivity

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 62) Within a human resources audit, the major areas examined under the Human Resources Management Information System heading are: 62) _____
- A) job analysis information
 - B) compensation administration
 - C) human rights legislation
 - D) human resource plans
 - E) staffing and development

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 63) By moving to a mechatronic process, better service may be provided to the customer through: 63) _____
- A) higher standards of quality in production
 - B) increased employee benefits
 - C) increased reliability in operations
 - D) increased predictability in operations
 - E) all of the choices except increased employee benefits

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

64) Which of the following is NOT an example of the benefits of mechanization?

64) _____

- A) increased predictability in operations
- B) higher standards of quality in production
- C) improved flexibility in operations
- D) increased reliability in operations
- E) reduced human resource challenges

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

65) On a per capita basis Canada exports more than the United States or Japan-due to the combination of a relatively small population and a large natural resource base. Which economic force is this an example of?

65) _____

- A) economic cycles
- B) productivity improvement
- C) global trade
- D) innovation improvement
- E) none of the choices

Answer: C

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

66) Which of the following continuously-changing factors impact the need for human resources strategies to be examined regularly?

66) _____

- A) role definitions
- B) internal procedures
- C) membership characteristics, role definitions, and internal procedures
- D) membership characteristics
- E) none of the choices

Answer: C

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

67) The higher status given to _____ experts in job ads and organizational charts indicates that the importance of human resource management activity is being recognized.

67) _____

- A) investment strategy
- B) environment
- C) infrastructure
- D) rules and policies
- E) human resource

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

- 68) Which of the following is NOT true about proactive human resource management? 68) _____
- A) it ensures all job openings are posted internally
 - B) it allows staff to ensure their family or friends are hired by the organization
 - C) it anticipates problems or challenges before they impact the organization
 - D) it applies to the practice of attracting talent from a non-traditional labour pool
 - E) it applies to problems both inside and outside of the organization

Answer: B

- Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-03 Strategic Human Resource Management

- 69) Which of the following is NOT true about human resource management? 69) _____
- A) it gives HR managers the authority to direct managers in other departments
 - B) it involves the leadership and management of people
 - C) it uses systems, methods, processes, and procedures
 - D) it enables employees to contribute to the organization and its goals
 - E) it enables employees to optimize their performance

Answer: A

- Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-01 What is Human Resource Management?

- 70) Which of the following is TRUE about a department which has staff authority? 70) _____
- A) it has no input to any department other than its own
 - B) it has power over the organization's entire staff
 - C) it has the power to advise but not direct managers in other departments
 - D) it directs managers how to best handle staffing issues
 - E) none of the choices

Answer: C

- Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

71) Which of the following is NOT true of an organization's mission statement?

71) _____

- A) it gives the organization its own special identity, character, and path of development
- B) it is a statement of who the organization is and what it does
- C) it identifies which not-for-profits will benefit from the organization's success
- D) it specifies what activities the organization intends to pursue
- E) it indicates the course that is charted for the future

Answer: C

- Explanation:
- A)
 - B)
 - C)
 - D)
 - E)

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

72) Which of the following is NOT true of the differentiation strategy used by organizations for their products?

72) _____

- A) its products are distinctive or unique
- B) advertising and promotion may be a part of the strategy
- C) it may charge higher-than-average prices for the products
- D) it is used by Nikon cameras
- E) it focuses on the needs of a specific segment of the market

Answer: E

- Explanation:
- A)
 - B)
 - C)
 - D)
 - E)

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

- 73) Which of the following is NOT a benefit of conducting a human resource audit? 73) _____
- A) it ensures timely compliance with legal requirements
 - B) it enhances the professional image of the department
 - C) it stimulates uniformity of human resource policies and practices
 - D) it reduces human resource costs through more effective procedures
 - E) it reveals corrupt activities in other departments

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 74) The participation rate of women continues to grow in which of the following fields: 74) _____
- A) law
 - B) management
 - C) healthcare
 - D) engineering
 - E) all of the choices except for healthcare

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 75) Giving a department the right to make decisions usually made by line managers or top management is an example of 75) _____
- A) functional authority
 - B) staff authority
 - C) line authority
 - D) human resource management
 - E) none of the choices

Answer: A

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

- 76) Which of the following is NOT an example of a demographic challenge facing Canadian organizations according to your text: 76) _____
- A) millennial workers
 - B) generational shift
 - C) aging population
 - D) gender balance in the workplace
 - E) a shift towards knowledge workers

Answer: A

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 77) This chapter has discussed which factors should be reviewed before formulating human resource strategies. How often should strategies be evaluated? 77) _____
- A) once they have been evaluated they do not need to be re-evaluated
 - B) once every 5 years
 - C) continuously
 - D) once a year
 - E) when a new human resource manager is hired

Answer: C

- Explanation:
- A)
 - B)
 - C)
 - D)
 - E)

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

- 78) "What is worrisome today is the gap in the productivity levels of Canada and its biggest trade partner, the United States. For over a decade, U.S. productivity has been consistently outpacing that of this country" is an example of which economic force: 78) _____
- A) productivity and innovation improvement
 - B) economic cycle, global trade, and productivity and innovation improvement
 - C) global trade
 - D) economic cycle
 - E) none of the choices

Answer: A

- Explanation:
- A)
 - B)
 - C)
 - D)
 - E)

Page Ref:

Topic: 01-05 Economic Forces

79) "Together the U.S. and Japan account for over 60 percent of all world patents, but Canada's share is approximately 2%." Without innovation, Canadian employers and the human resource professionals will be faced with the challenge of creating additional productivity improve What progressive human resource management strategy can be used to create a creative a pioneering environment within an organization? 79) _____

- A) human resource audit
- B) recruit or develop innovation staff
- C) cultural mosaic
- D) educational attainment
- E) mechanization

Answer: B

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

80) Over 18% of Canada's working population works from a non-traditional workplace such as at home. Which of the following is a benefit of telecommuting? 80) _____

- A) reduction of greenhouse gases
- B) reduction in employee stress levels
- C) reduction in the costs of operations
- D) increase in worker productivity
- E) all of the choices

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

81) Which of the following is an example of unethical business practices?

81) _____

- A) high executive salaries
- B) environmental protection
- C) security of information
- D) insider trading
- E) avoiding conflict of interest

Answer: D

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

82) Which of the following human resource activities are critical to competitive survival?

82) _____

- A) cultural change
- B) succession planning
- C) productivity, cultural change, and succession planning
- D) productivity
- E) none of the choices

Answer: C

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

83) _____ continues to be a technological force and opportunity that revolutionizes Canadian businesses and their HRM practices.

83) _____

- A) The skilled workforce
- B) Mechanization
- C) The North American Free Trade Act
- D) Email
- E) Diversity

Answer: B

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

84) Which of the following may be true of workers who fall in the lowest levels of literacy?

84) _____

- A) they may be a major contributor to safety violations and accidents
- B) they experience problems reading any written words
- C) they have difficulty understanding printed materials
- D) their reading/writing/comprehension level may contribute to reduced overall productivity levels
- E) all of the choices

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

85) Which of the following is NOT true about managers with line authority?

85) _____

- A) they are responsible for employee performance
- B) they are responsible for promotions and job assignments
- C) they are permitted to make decisions about production
- D) they recruit and hire their own staff
- E) they manage their subordinates

Answer: D

- Explanation:
- A)
 - B)
 - C)
 - D)
 - E)

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

86) Which of the following is NOT true about Generation X employees?

86) _____

- A) they are likely to show disdain for a command and control
- B) they were born between 1966 and 1980
- C) they are sometimes referred to as the Lexus generation
- D) they like to be active participants in decision making
- E) all of the choices except they are sometimes referred to as the Lexus generation

Answer: E

- Explanation:
- A)
 - B)
 - C)
 - D)
 - E)

Page Ref:

Topic: 01-05 Economic Forces

- 87) Which of the following characteristics make Generation Y employees very different from baby boomer employees? 87) _____
- A) their biggest fear is boredom
 - B) they seek continuous learning and ongoing feedback
 - C) they do not respond well to traditional management
 - D) they may have unrealistically high expectations of themselves and others
 - E) all of the choices

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

- 88) Which of the following are competencies are identified in CHRP's Certified Human Resource Professional Competency Framework? 88) _____
- A) total rewards
 - B) strategy
 - C) wellness and safe workplaces
 - D) event management
 - E) all of the choices except event management

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

89) Which of the following is NOT one of the 6 stages of moral development by Kohlberg? 89) _____

- A) law and order
- B) reciprocity
- C) transitional
- D) the social contract
- E) obedience and punishment

Answer: C

Explanation: A)
B)
C)
D)
E)

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Topic: 01-05 Economic Forces

90) Faced with an aging population, what challenges await human resource specialists in the future? 90) _____

- A) coordination of government benefits with company benefits
- B) variable work schedules
- C) pressure for expanded retirement benefits
- D) pressure to hire the children of senior executives
- E) all of the choices except pressure to hire the children of senior executives

Answer: E

Explanation: A)
B)
C)
D)
E)

Page Ref:

Topic: 01-05 Economic Forces

Answer Key

Testname: UNTITLED1

- 1) TRUE
Page Ref:
Topic: 01-01 What is Human Resource Management?
- 2) TRUE
Page Ref:
Topic: 01-01 What is Human Resource Management?
- 3) FALSE
Page Ref:
Topic: 01-01 What is Human Resource Management?
- 4) FALSE
Page Ref:
Topic: 01-02 The difference between human resource management and a human resource department
- 5) TRUE
Page Ref:
Topic: 01-01 What is Human Resource Management?
- 6) FALSE
Page Ref:
Topic: 01-03 Strategic Human Resource Management
- 7) FALSE
Page Ref:
Topic: 01-03 Strategic Human Resource Management
- 8) TRUE
Page Ref:
Topic: 01-04 Understanding the Strategic Human Resource Management Process
- 9) TRUE
Page Ref:
Topic: 01-04 Understanding the Strategic Human Resource Management Process
- 10) FALSE
Page Ref:
Topic: 01-05 Economic Forces
- 11) FALSE
Page Ref:
Topic: 01-05 Economic Forces
- 12) FALSE
Page Ref:
Topic: 01-05 Economic Forces
- 13) FALSE
Page Ref:
Topic: 01-05 Economic Forces
- 14) TRUE
Page Ref:
Topic: 01-05 Economic Forces
- 15) TRUE
Page Ref:
Topic: 01-05 Economic Forces

Answer Key

Testname: UNTITLED1

16) TRUE

Page Ref:

Topic: 01-11

17) TRUE

Page Ref:

Topic: 01-05 Economic Forces

18) FALSE

Page Ref:

Topic: 01-05 Economic Forces

19) FALSE

Page Ref:

Topic: 01-05 Economic Forces

20) TRUE

Page Ref:

Topic: 01-05 Economic Forces

21) FALSE

Page Ref:

Topic: 01-05 Economic Forces

22) TRUE

Page Ref:

Topic: 01-05 Economic Forces

23) TRUE

Page Ref:

Topic: 01-05 Economic Forces

24) FALSE

Page Ref:

Topic: 01-10

25) FALSE

Page Ref:

Topic: 01-10

26) TRUE

Page Ref:

Topic: 01-10

27) TRUE

Page Ref:

Topic: 01-12

28) FALSE

Page Ref:

Topic: 01-12

29) FALSE

Page Ref:

Topic: 01-12

30) TRUE

Page Ref:

Topic: 01-05 Economic Forces

Answer Key

Testname: UNTITLED1

31) FALSE

Page Ref:

Topic: 01-05 Economic Forces

32) FALSE

Page Ref:

Topic: 01-01 What is Human Resource Management?

33) TRUE

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

34) FALSE

Page Ref:

Topic: 01-03 Strategic Human Resource Management

35) TRUE

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

36) TRUE

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

37) FALSE

Page Ref:

Topic: 01-06 The Organization of Human Resource Management

38) FALSE

Page Ref:

Topic: 01-06 The Organization of Human Resource Management

39) TRUE

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

40) TRUE

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

41) TRUE

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

42) TRUE

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

43) FALSE

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

44) A

Page Ref:

Topic: 01-05 Economic Forces

45) E

Page Ref:

Topic: 01-03 Strategic Human Resource Management

Answer Key

Testname: UNTITLED1

46) E

Page Ref:

Topic: 01-05 Economic Forces

47) D

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

48) E

Page Ref:

Topic: 01-05 Economic Forces

49) B

Page Ref:

Topic: 01-05 Economic Forces

50) E

Page Ref:

Topic: 01-03 Strategic Human Resource Management

51) A

Page Ref:

Topic: 01-05 Economic Forces

52) B

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

53) D

Page Ref:

Topic: 01-03 Strategic Human Resource Management

54) C

Page Ref:

Topic: 01-05 Economic Forces

55) E

Page Ref:

Topic: 01-05 Economic Forces

56) C

Page Ref:

Topic: 01-05 Economic Forces

57) E

Page Ref:

Topic: 01-05 Economic Forces

58) E

Page Ref:

Topic: 01-01 What is Human Resource Management?

59) B

Page Ref:

Topic: 01-05 Economic Forces

60) A

Page Ref:

Topic: 01-05 Economic Forces

Answer Key

Testname: UNTITLED1

61) E

Page Ref:

Topic: 01-05 Economic Forces

62) E

Page Ref:

Topic: 01-05 Economic Forces

63) E

Page Ref:

Topic: 01-05 Economic Forces

64) E

Page Ref:

Topic: 01-05 Economic Forces

65) C

Page Ref:

Topic: 01-05 Economic Forces

66) C

Page Ref:

Topic: 01-05 Economic Forces

67) E

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

68) B

Page Ref:

Topic: 01-03 Strategic Human Resource Management

69) A

Page Ref:

Topic: 01-01 What is Human Resource Management?

70) C

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

71) C

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

72) E

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

73) E

Page Ref:

Topic: 01-05 Economic Forces

74) E

Page Ref:

Topic: 01-05 Economic Forces

75) A

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

Answer Key

Testname: UNTITLED1

76) A

Page Ref:

Topic: 01-05 Economic Forces

77) C

Page Ref:

Topic: 01-04 Understanding the Strategic Human Resource Management Process

78) A

Page Ref:

Topic: 01-05 Economic Forces

79) B

Page Ref:

Topic: 01-05 Economic Forces

80) E

Page Ref:

Topic: 01-05 Economic Forces

81) D

Page Ref:

Topic: 01-05 Economic Forces

82) C

Page Ref:

Topic: 01-05 Economic Forces

83) B

Page Ref:

Topic: 01-05 Economic Forces

84) E

Page Ref:

Topic: 01-05 Economic Forces

85) D

Page Ref:

Topic: 01-07 The Service Role of the Human Resource Department

86) E

Page Ref:

Topic: 01-05 Economic Forces

87) E

Page Ref:

Topic: 01-05 Economic Forces

88) E

Page Ref:

Topic: 01-08 Today's Human Resource Management Professional

89) C

Page Ref:

Topic: 01-05 Economic Forces

90) E

Page Ref:

Topic: 01-05 Economic Forces