

## 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
  
- 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
  
- 3) Employers are required to provide full-time employees with \_\_\_\_\_.
  - A) pensions
  - B) holiday leave
  - C) sick leave
  - D) health insurance
  
- 4) Quality-driven leadership leads to \_\_\_\_\_.
  - A) unhappy employees
  - B) break down of the team
  - C) employee layoffs
  - D) a competitive edge
  
- 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
  
- 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

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

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

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

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

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

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

- 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