Chapter 1

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| 1. | People are the common element in all social organizations.    True    False |

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

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

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| 4. | Human resource management is central to all organizations and all organizations have a dedicated human resource department.    True    False |

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| 5. | A new venture or micro-business would initially have the entrepreneur perform HR related tasks.    True    False |

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| 6. | Strategies for businesses are formulated at three levels: corporate, a major business activity, and employee.    True    False |

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| 7. | Employee salaries may account for more than 65% of the operating expenses in many organizations.    True    False |

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| 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.    True    False |

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| 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."    True    False |

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| 10. | Boom and bust economic cycles are experienced the same across the country.    True    False |

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| 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.    True    False |

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| 12. | Canada's international trade advantage is due to its geographical location and multi-cultural population.    True    False |

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| 13. | Companies can gain accreditation in productivity optimization processes through organizations like the International Association for Six Sigma Certification.    True    False |

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| 14. | Recruiting or developing innovative staff to create a culture of innovation within the organization is an example of a progressive human resource strategy.    True    False |

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| 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.    True    False |

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| 16. | Knowledge Management is an outcome of digital information systems.    True    False |

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| 17. | All service industries combined currently account for more than 75% of the gross domestic product (GDP) in Canada.    True    False |

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| 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.    True    False |

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| 19. | Moving from a factor-based to a knowledge-based economy is a trend witnessed only in North America.    True    False |

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| 20. | With an increased reliance on knowledge workers, organizations also start to face challenges associated with employees hiding and withholding knowledge.    True    False |

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| 21. | Educational attainment is the average academic level required to work at a particular job.    True    False |

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| 22. | Educational attainment is not keeping pace with the growing knowledge based economy.    True    False |

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| 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.    True    False |

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| 24. | The impact of population aging is the same, regardless of geographical location.    True    False |

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| 25. | The growing youth population-those under age 25-entering the workforce has implications for Canada on a global scale.    True    False |

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| 26. | In today's workplace, leaders may be faced with up to four generations-generation Y, generation X, baby boomers, and traditionalists.    True    False |

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| 27. | Cultural forces are challenges facing a firm's decision makers because of cultural differences among employees.    True    False |

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| 28. | Allophones are defined as someone whose native tongue is Albanian.    True    False |

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| 29. | In the discussion of ethics, there are 3 approaches to determine "Right" behaviour. The 3 approaches are: universalistic, conformist, and subjectivist.    True    False |

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| 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.    True    False |

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| 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.    True    False |

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| 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.    True    False |

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| 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.    True    False |

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| 34. | Without a future orientation, the human resources department becomes proactive, not reactive. Proactive approaches allow minor problems to become major ones.    True    False |

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| 35. | Human resource audits need not be done for the entire organization. The audit can be performed only on a division.    True    False |

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| 36. | Human resource managers must constantly scan their professional and social environment for clues about the future. New developments may mean new challenges.    True    False |

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| 37. | Delegation reduces a manager's responsibility.    True    False |

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| 38. | When a human resources department first emerges, it is typically small and reports to a senior-level manager.    True    False |

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| 39. | Human resource managers do not have the authority to order other managers in other departments to accept their ideas.    True    False |

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| 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.    True    False |

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| 41. | Change mastery is a competency which a human resource manager is expected to possess.    True    False |

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| 42. | Human resource professionals need to be well versed in data driven decision making and financial operations.    True    False |

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

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| 44. | Recent changes to old age security forces workers to wait until what age to claim old age security?      |  |  | | --- | --- | | A. | 60 |  |  |  | | --- | --- | | B. | 63 |  |  |  | | --- | --- | | C. | 65 |  |  |  | | --- | --- | | D. | 67 |  |  |  | | --- | --- | | E. | 69 | |

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| 45. | Which of the following may be a benefit of an employer providing workout facilities within the organization's physical space?      |  |  | | --- | --- | | A. | an increase in employee morale |  |  |  | | --- | --- | | B. | an increase in health benefits |  |  |  | | --- | --- | | C. | a decrease in expenses associated with sick days |  |  |  | | --- | --- | | D. | an increase in marriage rates between employees |  |  |  | | --- | --- | | E. | all of the choices except an increase in marriage rates between employees | |

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| 46. | Which of the following contributes to an organization's character?      |  |  | | --- | --- | | A. | people |  |  |  | | --- | --- | | B. | technology |  |  |  | | --- | --- | | C. | age |  |  |  | | --- | --- | | D. | unions |  |  |  | | --- | --- | | E. | all of the choices | |

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| 47. | To deal effectively with ever-increasing challenges, successful human resources managers must display the following competencies EXCEPT:      |  |  | | --- | --- | | A. | a mastery of their organization's business |  |  |  | | --- | --- | | B. | a mastery of human resource management tools |  |  |  | | --- | --- | | C. | an intimate knowledge of their organization's financial procedures |  |  |  | | --- | --- | | D. | a superior ability to direct and manage change |  |  |  | | --- | --- | | E. | high personal credibility | |

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

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

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| 50. | According to top executives surveyed, what are the top strategic priorities which are HR related?      |  |  | | --- | --- | | A. | attracting and retaining skilled staff |  |  |  | | --- | --- | | B. | improving workforce performance |  |  |  | | --- | --- | | C. | changing leadership and management behaviors |  |  |  | | --- | --- | | D. | changing organizational culture and employee attitudes |  |  |  | | --- | --- | | E. | all of the choices | |

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

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

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

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| 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:      |  |  | | --- | --- | | A. | human resource audit |  |  |  | | --- | --- | | B. | differentiation strategy |  |  |  | | --- | --- | | C. | cost leadership strategy |  |  |  | | --- | --- | | D. | mission statement |  |  |  | | --- | --- | | E. | demographic change | |

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

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| 56. | In formulating strategy, the human resource department must focus on all the following EXCEPT:      |  |  | | --- | --- | | A. | planning for physical office space |  |  |  | | --- | --- | | B. | attracting human resources |  |  |  | | --- | --- | | C. | employee placement, development and evaluation |  |  |  | | --- | --- | | D. | employee motivation and rewards |  |  |  | | --- | --- | | E. | maintaining high performance | |

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| 57. | Through gains in productivity, managers can:      |  |  | | --- | --- | | A. | reduce costs |  |  |  | | --- | --- | | B. | save scarce resources |  |  |  | | --- | --- | | C. | enhance profits |  |  |  | | --- | --- | | D. | help the organization to provide better pay and benefits |  |  |  | | --- | --- | | E. | all of the choices | |

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

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

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| 60. | Which technological force trend has led to the development of mechatronics programs at some post-secondary institutions?      |  |  | | --- | --- | | A. | mechanization |  |  |  | | --- | --- | | B. | connectivity |  |  |  | | --- | --- | | C. | flexible work design |  |  |  | | --- | --- | | D. | knowledge management |  |  |  | | --- | --- | | E. | none of the choices | |

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| 61. | The ratio of a firm's outputs (goods and services) to its inputs (people, capital, materials, energy) is the definition of:      |  |  | | --- | --- | | A. | cultural forces |  |  |  | | --- | --- | | B. | six sigma certification |  |  |  | | --- | --- | | C. | flexible work design |  |  |  | | --- | --- | | D. | automation and mechanization |  |  |  | | --- | --- | | E. | productivity | |

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

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

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| 64. | Which of the following is NOT an example of the benefits of mechanization?      |  |  | | --- | --- | | A. | increased predictability in operations |  |  |  | | --- | --- | | B. | higher standards of quality in production |  |  |  | | --- | --- | | C. | increased reliability in operations |  |  |  | | --- | --- | | D. | reduced human resource challenges |  |  |  | | --- | --- | | E. | improved flexibility in operations | |

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

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| 66. | Which of the following continuously-changing factors impact the need for human resources strategies to be examined regularly?      |  |  | | --- | --- | | A. | membership characteristics |  |  |  | | --- | --- | | B. | role definitions |  |  |  | | --- | --- | | C. | internal procedures |  |  |  | | --- | --- | | D. | membership characteristics, role definitions, and internal procedures |  |  |  | | --- | --- | | E. | none of the choices | |

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

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

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

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

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| 71. | Which of the following is NOT true of an organization's mission statement?      |  |  | | --- | --- | | A. | it specifies what activities the organization intends to pursue |  |  |  | | --- | --- | | B. | it indicates the course that is charted for the future |  |  |  | | --- | --- | | C. | it is a statement of who the organization is and what it does |  |  |  | | --- | --- | | D. | it identifies which not-for-profits will benefit from the organization's success |  |  |  | | --- | --- | | E. | it gives the organization its own special identity, character, and path of development | |

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| 72. | Which of the following is NOT true of the differentiation strategy used by organizations for their products?      |  |  | | --- | --- | | A. | its products are distinctive or unique |  |  |  | | --- | --- | | B. | it focuses on the needs of a specific segment of the market |  |  |  | | --- | --- | | C. | it may charge higher-than-average prices for the products |  |  |  | | --- | --- | | D. | it is used by Nikon cameras |  |  |  | | --- | --- | | E. | advertising and promotion may be a part of the strategy | |

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

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

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

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

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

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| 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:      |  |  | | --- | --- | | A. | economic cycle |  |  |  | | --- | --- | | B. | global trade |  |  |  | | --- | --- | | C. | productivity and innovation improvement |  |  |  | | --- | --- | | D. | economic cycle, global trade, and productivity and innovation improvement |  |  |  | | --- | --- | | E. | none of the choices | |

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| 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 improvements. What progressive human resource management strategy can be used to create a creative and pioneering environment within an organization?      |  |  | | --- | --- | | A. | cultural mosaic |  |  |  | | --- | --- | | B. | educational attainment |  |  |  | | --- | --- | | C. | recruit or develop innovation staff |  |  |  | | --- | --- | | D. | mechanization |  |  |  | | --- | --- | | E. | human resource audit | |

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

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| 81. | Which of the following is an example of unethical business practices?      |  |  | | --- | --- | | A. | avoiding conflict of interest |  |  |  | | --- | --- | | B. | high executive salaries |  |  |  | | --- | --- | | C. | security of information |  |  |  | | --- | --- | | D. | insider trading |  |  |  | | --- | --- | | E. | environmental protection | |

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| 82. | Which of the following human resource activities are critical to competitive survival?      |  |  | | --- | --- | | A. | productivity |  |  |  | | --- | --- | | B. | cultural change |  |  |  | | --- | --- | | C. | succession planning |  |  |  | | --- | --- | | D. | productivity, cultural change, and succession planning |  |  |  | | --- | --- | | E. | none of the choices | |

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| 83. | \_\_\_\_\_\_\_\_ continues to be a technological force and opportunity that revolutionizes Canadian businesses and their HRM practices.      |  |  | | --- | --- | | A. | Mechanization |  |  |  | | --- | --- | | B. | Diversity |  |  |  | | --- | --- | | C. | The North American Free Trade Act |  |  |  | | --- | --- | | D. | Email |  |  |  | | --- | --- | | E. | The skilled workforce | |

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| 84. | Which of the following may be true of workers who fall in the lowest levels of literacy?      |  |  | | --- | --- | | A. | they have difficulty understanding printed materials |  |  |  | | --- | --- | | B. | they experience problems reading any written words |  |  |  | | --- | --- | | C. | their reading/writing/comprehension level may contribute to reduced overall productivity levels |  |  |  | | --- | --- | | D. | they may be a major contributor to safety violations and accidents |  |  |  | | --- | --- | | E. | all of the choices | |

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| 85. | Which of the following is NOT true about managers with line authority?      |  |  | | --- | --- | | A. | they are permitted to make decisions about production |  |  |  | | --- | --- | | B. | they recruit and hire their own staff |  |  |  | | --- | --- | | C. | they are responsible for promotions and job assignments |  |  |  | | --- | --- | | D. | they are responsible for employee performance |  |  |  | | --- | --- | | E. | they manage their subordinates | |

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| 86. | Which of the following is NOT true about Generation X employees?      |  |  | | --- | --- | | A. | they were born between 1966 and 1980 |  |  |  | | --- | --- | | B. | they are sometimes referred to as the Lexus generation |  |  |  | | --- | --- | | C. | they like to be active participants in decision making |  |  |  | | --- | --- | | D. | they are likely to show disdain for a command and control |  |  |  | | --- | --- | | E. | all of the choices except they are sometimes referred to as the Lexus generation | |

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

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

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| 89. | Which of the following is NOT one of the 6 stages of moral development by Kohlberg?      |  |  | | --- | --- | | A. | obedience and punishment |  |  |  | | --- | --- | | B. | reciprocity |  |  |  | | --- | --- | | C. | transitional |  |  |  | | --- | --- | | D. | law and order |  |  |  | | --- | --- | | E. | the social contract | |

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| 90. | Faced with an aging population, what challenges await human resource specialists in the future?      |  |  | | --- | --- | | A. | pressure for expanded retirement benefits |  |  |  | | --- | --- | | B. | pressure to hire the children of senior executives |  |  |  | | --- | --- | | C. | variable work schedules |  |  |  | | --- | --- | | D. | coordination of government benefits with company benefits |  |  |  | | --- | --- | | E. | all of the choices except pressure to hire the children of senior executives | |

Chapter 1 Key

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| 1. | People are the common element in all social organizations.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #1 Topic: 01-01 What is Human Resource Management?* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #2 Topic: 01-01 What is Human Resource Management?* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #3 Topic: 01-01 What is Human Resource Management?* |

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| 4. | Human resource management is central to all organizations and all organizations have a dedicated human resource department.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #4 Topic: 01-02 The difference between human resource management and a human resource department* |

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| 5. | A new venture or micro-business would initially have the entrepreneur perform HR related tasks.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #5 Topic: 01-01 What is Human Resource Management?* |

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| 6. | Strategies for businesses are formulated at three levels: corporate, a major business activity, and employee.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #6 Topic: 01-03 Strategic Human Resource Management* |

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| 7. | Employee salaries may account for more than 65% of the operating expenses in many organizations.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #7 Topic: 01-03 Strategic Human Resource Management* |

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| 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.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #8 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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| 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."    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #9 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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| 10. | Boom and bust economic cycles are experienced the same across the country.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #10 Topic: 01-05 Economic Forces* |

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| 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.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #11 Topic: 01-05 Economic Forces* |

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| 12. | Canada's international trade advantage is due to its geographical location and multi-cultural population.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #12 Topic: 01-05 Economic Forces* |

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| 13. | Companies can gain accreditation in productivity optimization processes through organizations like the International Association for Six Sigma Certification.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #13 Topic: 01-05 Economic Forces* |

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| 14. | Recruiting or developing innovative staff to create a culture of innovation within the organization is an example of a progressive human resource strategy.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #14 Topic: 01-05 Economic Forces* |

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| 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.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #15 Topic: 01-05 Economic Forces* |

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| 16. | Knowledge Management is an outcome of digital information systems.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #16 Topic: 01-11* |

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| 17. | All service industries combined currently account for more than 75% of the gross domestic product (GDP) in Canada.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #17 Topic: 01-05 Economic Forces* |

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| 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.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #18 Topic: 01-05 Economic Forces* |

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| 19. | Moving from a factor-based to a knowledge-based economy is a trend witnessed only in North America.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #19 Topic: 01-05 Economic Forces* |

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| 20. | With an increased reliance on knowledge workers, organizations also start to face challenges associated with employees hiding and withholding knowledge.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #20 Topic: 01-05 Economic Forces* |

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| 21. | Educational attainment is the average academic level required to work at a particular job.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #21 Topic: 01-05 Economic Forces* |

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| 22. | Educational attainment is not keeping pace with the growing knowledge based economy.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #22 Topic: 01-05 Economic Forces* |

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| 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.    **TRUE** |

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| 24. | The impact of population aging is the same, regardless of geographical location.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #24 Topic: 01-10* |

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| 25. | The growing youth population-those under age 25-entering the workforce has implications for Canada on a global scale.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #25 Topic: 01-10* |

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| 26. | In today's workplace, leaders may be faced with up to four generations-generation Y, generation X, baby boomers, and traditionalists.    **TRUE** |

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| 27. | Cultural forces are challenges facing a firm's decision makers because of cultural differences among employees.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #27 Topic: 01-12* |

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| 28. | Allophones are defined as someone whose native tongue is Albanian.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #28 Topic: 01-12* |

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| 29. | In the discussion of ethics, there are 3 approaches to determine "Right" behaviour. The 3 approaches are: universalistic, conformist, and subjectivist.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #29 Topic: 01-12* |

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| 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.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #30 Topic: 01-05 Economic Forces* |

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| 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.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #31 Topic: 01-05 Economic Forces* |

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| 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.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #32 Topic: 01-01 What is Human Resource Management?* |

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| 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.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #33 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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| 34. | Without a future orientation, the human resources department becomes proactive, not reactive. Proactive approaches allow minor problems to become major ones.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #34 Topic: 01-03 Strategic Human Resource Management* |

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| 35. | Human resource audits need not be done for the entire organization. The audit can be performed only on a division.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #35 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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| 36. | Human resource managers must constantly scan their professional and social environment for clues about the future. New developments may mean new challenges.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #36 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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| 37. | Delegation reduces a manager's responsibility.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-03 Explain how human resource departments are organized and function. Schwind - Chapter 01 #37 Topic: 01-06 The Organization of Human Resource Management* |

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| 38. | When a human resources department first emerges, it is typically small and reports to a senior-level manager.    **FALSE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-03 Explain how human resource departments are organized and function. Schwind - Chapter 01 #38 Topic: 01-06 The Organization of Human Resource Management* |

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| 39. | Human resource managers do not have the authority to order other managers in other departments to accept their ideas.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-03 Explain how human resource departments are organized and function. Schwind - Chapter 01 #39 Topic: 01-07 The Service Role of the Human Resource Department* |

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| 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.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-03 Explain how human resource departments are organized and function. Schwind - Chapter 01 #40 Topic: 01-07 The Service Role of the Human Resource Department* |

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| 41. | Change mastery is a competency which a human resource manager is expected to possess.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-04 Discuss the role of human resource professionals in todays organization. Schwind - Chapter 01 #41 Topic: 01-08 Todays Human Resource Management Professional* |

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| 42. | Human resource professionals need to be well versed in data driven decision making and financial operations.    **TRUE** |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-04 Discuss the role of human resource professionals in todays organization. Schwind - Chapter 01 #42 Topic: 01-08 Todays Human Resource Management Professional* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-04 Discuss the role of human resource professionals in todays organization. Schwind - Chapter 01 #43 Topic: 01-08 Todays Human Resource Management Professional* |

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| 44. | Recent changes to old age security forces workers to wait until what age to claim old age security?      |  |  | | --- | --- | | A. | 60 |  |  |  | | --- | --- | | B. | 63 |  |  |  | | --- | --- | | C. | 65 |  |  |  | | --- | --- | | **D.** | 67 |  |  |  | | --- | --- | | E. | 69 | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #44 Topic: 01-05 Economic Forces* |

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| 45. | Which of the following may be a benefit of an employer providing workout facilities within the organization's physical space?      |  |  | | --- | --- | | A. | an increase in employee morale |  |  |  | | --- | --- | | B. | an increase in health benefits |  |  |  | | --- | --- | | C. | a decrease in expenses associated with sick days |  |  |  | | --- | --- | | D. | an increase in marriage rates between employees |  |  |  | | --- | --- | | **E.** | all of the choices except an increase in marriage rates between employees | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #45 Topic: 01-03 Strategic Human Resource Management* |

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| 46. | Which of the following contributes to an organization's character?      |  |  | | --- | --- | | A. | people |  |  |  | | --- | --- | | B. | technology |  |  |  | | --- | --- | | C. | age |  |  |  | | --- | --- | | D. | unions |  |  |  | | --- | --- | | **E.** | all of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #46 Topic: 01-05 Economic Forces* |

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| 47. | To deal effectively with ever-increasing challenges, successful human resources managers must display the following competencies EXCEPT:      |  |  | | --- | --- | | A. | a mastery of their organization's business |  |  |  | | --- | --- | | B. | a mastery of human resource management tools |  |  |  | | --- | --- | | **C.** | an intimate knowledge of their organization's financial procedures |  |  |  | | --- | --- | | D. | a superior ability to direct and manage change |  |  |  | | --- | --- | | E. | high personal credibility | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-04 Discuss the role of human resource professionals in todays organization. Schwind - Chapter 01 #47 Topic: 01-08 Todays Human Resource Management Professional* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #48 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #49 Topic: 01-05 Economic Forces* |

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| 50. | According to top executives surveyed, what are the top strategic priorities which are HR related?      |  |  | | --- | --- | | A. | attracting and retaining skilled staff |  |  |  | | --- | --- | | B. | improving workforce performance |  |  |  | | --- | --- | | C. | changing leadership and management behaviors |  |  |  | | --- | --- | | D. | changing organizational culture and employee attitudes |  |  |  | | --- | --- | | **E.** | all of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #50 Topic: 01-03 Strategic Human Resource Management* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #51 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #52 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #53 Topic: 01-03 Strategic Human Resource Management* |

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| 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:      |  |  | | --- | --- | | **A.** | human resource audit |  |  |  | | --- | --- | | B. | differentiation strategy |  |  |  | | --- | --- | | C. | cost leadership strategy |  |  |  | | --- | --- | | D. | mission statement |  |  |  | | --- | --- | | E. | demographic change | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #54 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #55 Topic: 01-05 Economic Forces* |

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| 56. | In formulating strategy, the human resource department must focus on all the following EXCEPT:      |  |  | | --- | --- | | **A.** | planning for physical office space |  |  |  | | --- | --- | | B. | attracting human resources |  |  |  | | --- | --- | | C. | employee placement, development and evaluation |  |  |  | | --- | --- | | D. | employee motivation and rewards |  |  |  | | --- | --- | | E. | maintaining high performance | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #56 Topic: 01-05 Economic Forces* |

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| 57. | Through gains in productivity, managers can:      |  |  | | --- | --- | | A. | reduce costs |  |  |  | | --- | --- | | B. | save scarce resources |  |  |  | | --- | --- | | C. | enhance profits |  |  |  | | --- | --- | | D. | help the organization to provide better pay and benefits |  |  |  | | --- | --- | | **E.** | all of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #57 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #58 Topic: 01-01 What is Human Resource Management?* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #59 Topic: 01-05 Economic Forces* |

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| 60. | Which technological force trend has led to the development of mechatronics programs at some post-secondary institutions?      |  |  | | --- | --- | | **A.** | mechanization |  |  |  | | --- | --- | | B. | connectivity |  |  |  | | --- | --- | | C. | flexible work design |  |  |  | | --- | --- | | D. | knowledge management |  |  |  | | --- | --- | | E. | none of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #60 Topic: 01-05 Economic Forces* |

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| 61. | The ratio of a firm's outputs (goods and services) to its inputs (people, capital, materials, energy) is the definition of:      |  |  | | --- | --- | | A. | cultural forces |  |  |  | | --- | --- | | B. | six sigma certification |  |  |  | | --- | --- | | C. | flexible work design |  |  |  | | --- | --- | | D. | automation and mechanization |  |  |  | | --- | --- | | **E.** | productivity | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #61 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #62 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #63 Topic: 01-05 Economic Forces* |

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| 64. | Which of the following is NOT an example of the benefits of mechanization?      |  |  | | --- | --- | | A. | increased predictability in operations |  |  |  | | --- | --- | | B. | higher standards of quality in production |  |  |  | | --- | --- | | C. | increased reliability in operations |  |  |  | | --- | --- | | **D.** | reduced human resource challenges |  |  |  | | --- | --- | | E. | improved flexibility in operations | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #64 Topic: 01-05 Economic Forces* |

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| 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?      |  |  | | --- | --- | | A. | productivity improvement |  |  |  | | --- | --- | | B. | economic cycles |  |  |  | | --- | --- | | C. | innovation improvement |  |  |  | | --- | --- | | **D.** | global trade |  |  |  | | --- | --- | | E. | none of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #65 Topic: 01-05 Economic Forces* |

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| 66. | Which of the following continuously-changing factors impact the need for human resources strategies to be examined regularly?      |  |  | | --- | --- | | A. | membership characteristics |  |  |  | | --- | --- | | B. | role definitions |  |  |  | | --- | --- | | C. | internal procedures |  |  |  | | --- | --- | | **D.** | membership characteristics, role definitions, and internal procedures |  |  |  | | --- | --- | | E. | none of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #66 Topic: 01-05 Economic Forces* |

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| 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.      |  |  | | --- | --- | | A. | infrastructure |  |  |  | | --- | --- | | **B.** | human resource |  |  |  | | --- | --- | | C. | investment strategy |  |  |  | | --- | --- | | D. | environment |  |  |  | | --- | --- | | E. | rules and policies | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-04 Discuss the role of human resource professionals in todays organization. Schwind - Chapter 01 #67 Topic: 01-08 Todays Human Resource Management Professional* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #68 Topic: 01-03 Strategic Human Resource Management* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-01 Discuss the objectives of human resource management. Schwind - Chapter 01 #69 Topic: 01-01 What is Human Resource Management?* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-03 Explain how human resource departments are organized and function. Schwind - Chapter 01 #70 Topic: 01-07 The Service Role of the Human Resource Department* |

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| 71. | Which of the following is NOT true of an organization's mission statement?      |  |  | | --- | --- | | A. | it specifies what activities the organization intends to pursue |  |  |  | | --- | --- | | B. | it indicates the course that is charted for the future |  |  |  | | --- | --- | | C. | it is a statement of who the organization is and what it does |  |  |  | | --- | --- | | **D.** | it identifies which not-for-profits will benefit from the organization's success |  |  |  | | --- | --- | | E. | it gives the organization its own special identity, character, and path of development | |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #71 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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| 72. | Which of the following is NOT true of the differentiation strategy used by organizations for their products?      |  |  | | --- | --- | | A. | its products are distinctive or unique |  |  |  | | --- | --- | | **B.** | it focuses on the needs of a specific segment of the market |  |  |  | | --- | --- | | C. | it may charge higher-than-average prices for the products |  |  |  | | --- | --- | | D. | it is used by Nikon cameras |  |  |  | | --- | --- | | E. | advertising and promotion may be a part of the strategy | |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #72 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #73 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #74 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-03 Explain how human resource departments are organized and function. Schwind - Chapter 01 #75 Topic: 01-07 The Service Role of the Human Resource Department* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #76 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #77 Topic: 01-04 Understanding the Strategic Human Resource Management Process* |

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| 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:      |  |  | | --- | --- | | A. | economic cycle |  |  |  | | --- | --- | | B. | global trade |  |  |  | | --- | --- | | **C.** | productivity and innovation improvement |  |  |  | | --- | --- | | D. | economic cycle, global trade, and productivity and innovation improvement |  |  |  | | --- | --- | | E. | none of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #78 Topic: 01-05 Economic Forces* |

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| 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 improvements. What progressive human resource management strategy can be used to create a creative and pioneering environment within an organization?      |  |  | | --- | --- | | A. | cultural mosaic |  |  |  | | --- | --- | | B. | educational attainment |  |  |  | | --- | --- | | **C.** | recruit or develop innovation staff |  |  |  | | --- | --- | | D. | mechanization |  |  |  | | --- | --- | | E. | human resource audit | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #79 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #80 Topic: 01-05 Economic Forces* |

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| 81. | Which of the following is an example of unethical business practices?      |  |  | | --- | --- | | A. | avoiding conflict of interest |  |  |  | | --- | --- | | B. | high executive salaries |  |  |  | | --- | --- | | C. | security of information |  |  |  | | --- | --- | | **D.** | insider trading |  |  |  | | --- | --- | | E. | environmental protection | |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #81 Topic: 01-05 Economic Forces* |

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| 82. | Which of the following human resource activities are critical to competitive survival?      |  |  | | --- | --- | | A. | productivity |  |  |  | | --- | --- | | B. | cultural change |  |  |  | | --- | --- | | C. | succession planning |  |  |  | | --- | --- | | **D.** | productivity, cultural change, and succession planning |  |  |  | | --- | --- | | E. | none of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #82 Topic: 01-05 Economic Forces* |

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| 83. | \_\_\_\_\_\_\_\_ continues to be a technological force and opportunity that revolutionizes Canadian businesses and their HRM practices.      |  |  | | --- | --- | | **A.** | Mechanization |  |  |  | | --- | --- | | B. | Diversity |  |  |  | | --- | --- | | C. | The North American Free Trade Act |  |  |  | | --- | --- | | D. | Email |  |  |  | | --- | --- | | E. | The skilled workforce | |

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| *Accessibility: Keyboard Navigation Difficulty: Easy Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #83 Topic: 01-05 Economic Forces* |

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| 84. | Which of the following may be true of workers who fall in the lowest levels of literacy?      |  |  | | --- | --- | | A. | they have difficulty understanding printed materials |  |  |  | | --- | --- | | B. | they experience problems reading any written words |  |  |  | | --- | --- | | C. | their reading/writing/comprehension level may contribute to reduced overall productivity levels |  |  |  | | --- | --- | | D. | they may be a major contributor to safety violations and accidents |  |  |  | | --- | --- | | **E.** | all of the choices | |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #84 Topic: 01-05 Economic Forces* |

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| 85. | Which of the following is NOT true about managers with line authority?      |  |  | | --- | --- | | A. | they are permitted to make decisions about production |  |  |  | | --- | --- | | **B.** | they recruit and hire their own staff |  |  |  | | --- | --- | | C. | they are responsible for promotions and job assignments |  |  |  | | --- | --- | | D. | they are responsible for employee performance |  |  |  | | --- | --- | | E. | they manage their subordinates | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-03 Explain how human resource departments are organized and function. Schwind - Chapter 01 #85 Topic: 01-07 The Service Role of the Human Resource Department* |

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| 86. | Which of the following is NOT true about Generation X employees?      |  |  | | --- | --- | | A. | they were born between 1966 and 1980 |  |  |  | | --- | --- | | B. | they are sometimes referred to as the Lexus generation |  |  |  | | --- | --- | | C. | they like to be active participants in decision making |  |  |  | | --- | --- | | D. | they are likely to show disdain for a command and control |  |  |  | | --- | --- | | **E.** | all of the choices except they are sometimes referred to as the Lexus generation | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #86 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #87 Topic: 01-05 Economic Forces* |

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

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-04 Discuss the role of human resource professionals in todays organization. Schwind - Chapter 01 #88 Topic: 01-08 Todays Human Resource Management Professional* |

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| 89. | Which of the following is NOT one of the 6 stages of moral development by Kohlberg?      |  |  | | --- | --- | | A. | obedience and punishment |  |  |  | | --- | --- | | B. | reciprocity |  |  |  | | --- | --- | | **C.** | transitional |  |  |  | | --- | --- | | D. | law and order |  |  |  | | --- | --- | | E. | the social contract | |

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| *Accessibility: Keyboard Navigation Difficulty: Moderate Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #89 Topic: 01-05 Economic Forces* |

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| 90. | Faced with an aging population, what challenges await human resource specialists in the future?      |  |  | | --- | --- | | A. | pressure for expanded retirement benefits |  |  |  | | --- | --- | | B. | pressure to hire the children of senior executives |  |  |  | | --- | --- | | C. | variable work schedules |  |  |  | | --- | --- | | D. | coordination of government benefits with company benefits |  |  |  | | --- | --- | | **E.** | all of the choices except pressure to hire the children of senior executives | |

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| *Accessibility: Keyboard Navigation Difficulty: Difficult Gradable: automatic Learning Objective: 01-02 Identify steps in strategic management of human resources. Schwind - Chapter 01 #90 Topic: 01-05 Economic Forces* |

Chapter 1 Summary

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| *Category* | *# of Questions* |
| Accessibility: Keyboard Navigation | 90 |
| Difficulty: Difficult | 22 |
| Difficulty: Easy | 27 |
| Difficulty: Moderate | 41 |
| Gradable: automatic | 90 |
| Learning Objective: 01-01 Discuss the objectives of human resource management. | 13 |
| Learning Objective: 01-02 Identify steps in strategic management of human resources. | 64 |
| Learning Objective: 01-03 Explain how human resource departments are organized and function. | 7 |
| Learning Objective: 01-04 Discuss the role of human resource professionals in todays organization. | 6 |
| Schwind - Chapter 01 | 90 |
| Topic: 01-01 What is Human Resource Management? | 7 |
| Topic: 01-02 The difference between human resource management and a human resource department | 1 |
| Topic: 01-03 Strategic Human Resource Management | 7 |
| Topic: 01-04 Understanding the Strategic Human Resource Management Process | 9 |
| Topic: 01-05 Economic Forces | 46 |
| Topic: 01-06 The Organization of Human Resource Management | 2 |
| Topic: 01-07 The Service Role of the Human Resource Department | 5 |
| Topic: 01-08 Todays Human Resource Management Professional | 6 |
| Topic: 01-10 | 3 |
| Topic: 01-11 | 1 |
| Topic: 01-12 | 3 |