

# Mas 580 quiz (midterm)

[Sociology](#), [Social Issues](#)



NAME \_\_\_\_\_ CLASS: \_\_\_\_\_ DATE:

MIDTERM MAS 580, WINTER 2012 Multiple Choice: 1.) The value, skills, and capabilities that have a tremendous impact on an organization's performance but does not show up on its balance sheet are known as: a. Intellectual capital b. Human capital c. Core competencies d. Employee capital 2.) To manager employees in a manner that allows human capital to develop as a source of competitive advantage, managers need to be sure to do all of the following except: e. Provide training programs that provide skill enhancement f. Identify, recruit, and hire the best talent available g. Attach pay to productivity h. Provide opportunities for development on the job 3.) TQM: i. Focuses on understanding customer needs, doing things right the first time, and striving for continuous improvement j. Uses statistical methods to translate customer needs into separate tasks and defining the best way to perform them k. Fundamentally redesigns business processes to achieve improvements in cost, quality, service, and speed. l. Changes the purpose and function of the HR group 4.) Hiring someone outside the company to perform tasks that could be done internally is known as: m. Outplacement n. Contracting o. Outsourcing p. Employee leasing 5.) Employee rights include all of the following except: q. Company funded pension plan r. Equal employment opportunity s. Union representation t. Equal pay for equal work. 6.) Family friendly work options include all of the following except: u. Day care v. Spousal benefits w. Parental leave x. Job sharing 7.) Free trade agreements stir fierce debate, especially when it comes to \_\_\_\_\_. y. Equal employment opportunities for women z. Jobs { . Proprietary technology |. Information exchange 8.) HR managers must be

concerned with meshing HR planning and the : }. Organization's strategic plan ~. Organization's marketing position □. Organization's return on its human assets . Competitive e environment 9.) At the fundamental level, strategy focuses on creating \_\_\_\_\_ value. . Buyers . Suppliers . Customer . Subordinates 10.) Integrated knowledge sets within an organization that distinguish it from its competitors and deliver value to customers are known as: . Individual competencies . Core capabilities . Human capital . Organizational competencies 11.) Core knowledge workers: . Have unique skills not directly related to company strategy . Have firm-specific skills directly related to company strategy . Have skills that are valuable but not unique . Have skills available to all firms 12.) A qualitative approach to demand forecasting can include any of the following except: . Trend analysis . The Delphi technique . Soliciting expert opinions . Management forecasts 13.) Cooperative strategies pursued by firms include . Joint ventures . Growth . Diversification . Acquisitions 14.) Layoff decisions: . Can cause management's discretion to be reduced where layoffs are based on seniority . Are always determined by labor agreement . Are made at management's sole discretion . And employment rights of each individual are determined by state law 15.) All of the following statements are true except: . The civilian labor force will decline by 2016 . Employment growth will continue to be concentrated in some jobs . Construction is projected to grow . Professional and service jobs will grow the fastest 16.) Which of the following groups would not fall under the broad definition of protected classes? . African Americans . Women . People above 55 . White men 17.) The Equal Pay Act of 1963 prohibits employers from discrimination in pay

based on: . Race . Gender . Religion . Age. 18.) The Equal Pay Act was passed as an amendment to the: . Civil Rights Act . Fair Labor Standards Act . Equal Employment Opportunity Act . Age Discrimination in Employment Act 19.) Title VII provisions for religion: . Require employers to make reasonable accommodation for religious observance or practice . Cannot be the basis for a bona fide occupational qualification . Require employers to grant complete religious freedom in employment in accordance with the First Amendment . Permit discrimination based on race if religious preference is a bona fide occupational qualification 20.) Factors to consider when investigating whether sexual harassment is hostile or offensive include all of the following except: . Frequency of the misconduct . Severity of the misconduct . Whether the person charged is a male or female . Whether it interferes with the employees work performance 21.) Employers can determine adverse impact by using: . The four-fifths rule . The McDonnell-Douglas Test . The disparate treatments rule . Title VII of the Civil Rights Act of 1964 22.) Disparate treatment cases involve: . Discharge complaints . Purposeful discrimination . Affirmative action goals . Immigration cases. 23.) Studies have shown that the ADA has: . Led to higher employee turnover . Has a positive effect on business outcomes and disabled employees . Sharply increased recruitment costs . Led to a tripling of discrimination suits 24.) A job is: . A group of related activities and duties . The different duties and responsibilities performed by one employee . A statement of the knowledge, skills, and abilities required to perform work . A statement of the tasks, duties and responsibilities associated with work 25.) A position is: . A group of related activities and duties . The different duties and responsibilities performed by one

employee . A statement of the knowledge, skills, and abilities required to perform work . A statement of the tasks, duties and responsibilities associated with work 26.) Different jobs having similar duties and responsibilities can be grouped into: . A position . A job requirement . A job family . A skilled craft position 27.) Objectives accomplished through job analysis include all of the following except: . Establishing the job-relatedness of selection requirements . Establishing appropriate training material . Eliminating discrepancies between internal wage rates and market rates . Providing criteria for evaluating the performance of an employee 28.) Under which method of analyzing jobs would you videotape jobs for later study? . Interviews . Questionnaires . Observation . Diaries 29.) The Dictionary of Occupational Titles was replaced by the Department of Labor with: . Dictionary of Careers . Job Classification Guide . O\*NET database . HR-NET database 30.) The objective of the critical incident method of job analysis is to: . Challenge the employees with their false statements . Provide information for job evaluation based on the ‘ critical’ value of the job . Prioritize job duties and responsibilities . Identify critical job tasks 31.) Which of the following is not a component of job design? . Industrial engineering considerations . Ergonomic considerations . Organizational objectives . Employee skills 32.) The factors Herzberg describes as key to enriching jobs are: . Pay, promotion, pension, purpose, and perks . Achievement, recognition, growth, responsibility, and performance of the whole job . Safety needs, social needs, self-esteem needs, and self-actualization . Skill variety, task identity, task significance, autonomy, and feedback 33.) Feedback refers to: . The degree to which a job entails a variety of different activities,

requiring the use of different skills and talents . The degree to which the job requires completion of an identifiable piece of work with a visible outcome . The degree to which an individual is given direct and clear information about the effectiveness of his or her performance . The degree to which the job provides independence and discretion to the individual in scheduling the work and determining the procedures to use. 34.) A group of experienced people from different departments appointed by management and charged with improving productivity and decreasing waste in processes that affect all departments involved is called a/an: . Self-directed team . Process-improvement team . Cross-functional team . Employee rotation unit 35.) Compressed workweeks are a problem because the Fair Labor Standards Act requires the payment of overtime to regular employees who work more than: . 8 hours in a day . 40 hours in a week . Five days a week . 10 hours a day job sharing since it serves to: 36.) Employers favor job sharing since it serves to: . Reduce labor costs . Reduce turnover . Reduce training costs . Reduce employee appraisals 37.) \_\_\_\_\_ is the process of attempting to locate and encourage potential applicants to apply for existing or anticipated job openings. . Recruitment . Selection . Compensation . Placement 38.) There is a correlation between the recruitment success of the organization and: . Formal vs. informal recruitment sources . The accuracy and completeness of advertisements . Affirmative action goals . Unsolicited applications and resumes 39.) Reasons for not hiring from within include all of the following except: . Motivational concerns . Lack of qualified internal candidates . A need for new ideas . The risk of " employee cloning. " 40.) Career development programs benefit organizations in all of the following ways

except: . Giving managers more control over their subordinates . Giving managers increased skill in managing their own careers . Providing greater retention of valued employees