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**Answer:** A

**QUESTION:** 335

A formal research effort that evaluates the current state of HR management in an organization is called:

- A. HR Service
- B. HR Mandate
- C. HR Audit
- D. HR Examination

**Answer:** C

**QUESTION:** 336

The formula for Return on Investment is calculated as:

- A. Return on Investment =  $A / (B + C)$
- B. Return on Investment =  $(A + C) / B$
- C. Return on Investment =  $(A + B) / C$
- D. Return on Investment =  $C / (A + B)$

A = operations costs for a new or enhanced system for the time period

B = one-time cost of acquisition and implementation

C = value of gains from productivity improvements for the time period

**Answer:** D

**QUESTION:** 337

In Maslow's hierarchy of needs which of the following factor is NOT included?

- A. physiological needs
- B. self-actualization needs
- C. safety and security needs
- D. equipment and technology needs

**Answer:** D

**QUESTION:** 338

What is defined as the perceived fairness of what the person does compared with what the person receives?

- A. Actuality

- B. Equity
- C. Justice
- D. Evenhandedness

**Answer:** B

**QUESTION:** 339

Expectation theory focuses on:

- A. Effort performance expectations
- B. Performance reward linkage
- C. Value of rewards
- D. All of the above

**Answer:** D

**QUESTION:** 340

All of the above the underwritten expectations employees and employers have about the nature of their work relationships is known as:

- A. Fairness contract
- B. Psychological contract
- C. Loyalty contract
- D. None of the above

**Answer:** B

**QUESTION:** 341

Which of the following is NOT the type of turnover?

- A. Involuntary turnover
- B. Functional turnover
- C. Faulty turnover
- D. Controllable turnover

**Answer:** C

**QUESTION:** 342

Some employees have a \_\_\_\_\_ program in which vacation time, holidays, and sick leave for each employee are combined into its that account.

- A. non-faulty
- B. paid time-off
- C. value-added
- D. relief-sanction

**Answer:** B

**QUESTION:** 343

Organizing tasks, duties, and responsibilities into a productive unit of work is known as:

- A. Job design
- B. Job description
- C. Job plan
- D. Job model

**Answer:** A

**QUESTION:** 344

Increasing the depth of a job by adding the responsibility for planning, organizing, controlling, and evaluating the job is called:

- A. Job rotation
- B. Job enlargement
- C. Job enrichment
- D. Job extension

**Answer:** C

**QUESTION:** 345

The extent of individual freedom and discretion in the work and its scheduling indicates:

- A. Autonomy
- B. Self-rule
- C. Feedback
- D. Sovereignty

**Answer:** A

**QUESTION:** 346

A larger work segment composed of several tasks that are performed by an individual is referred to as:

- A. Task
- B. Duty
- C. Responsibility
- D. Chore

**Answer:** B

**QUESTION:** 347

Which of the following is NO the step in developing job descriptions and job specifications?

- A. Draft job descriptions and specifications
- B. Review and compile data
- C. Review drafts with managers and employees
- D. Identify recommendations

**Answer:** B

**QUESTION:** 348

Duties that are part of a job but are incidental or ancillary to the purpose and nature of a job are called:

- A. Marginal functions
- B. Essential job functions
- C. Frequency functions
- D. Supervisory functions

**Answer:** A

**QUESTION:** 349

Basic characteristics that can be linked to enhanced performance by individuals or teams are called:

- A. Proficiencies
- B. Competencies
- C. Expertise
- D. Capabilities

**Answer:** B

**QUESTION: 350**

By which reason organizations use a competency approach?

- A. to communicate valued behaviors throughout the organization
- B. to raise the competency levels of the organization
- C. to emphasize the capabilities of people to enhance organizational competitive advantage
- D. All of the above

**Answer: D**

**QUESTION: 351**

\_\_\_\_\_ are the external supply pool from which employers attract employees.

- A. Labor markets
- B. Recruiting markets
- C. Applicant markets
- D. Administrative markets

**Answer: A**

**QUESTION: 352**

A system in which the employer provides notices of job openings and employees respond to apply is the job posting.

- A. True
- B. False

**Answer: A**

**QUESTION: 353**

A comparison of the number of applicants at one stage of the recruiting process to the number at the next stage is called:

- A. Labor ratios
- B. Surrender ratios
- C. Yield ratios
- D. Revenue ratios

**Answer: C**

**QUESTION:** 354

Characteristic that a person must have to do a job successfully is known as:

- A. Intelligence criterion
- B. Selection criterion
- C. Job performance tactics
- D. Skills of service

**Answer:** B



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