

Chapter 01

The Role of Human Resources

True/False Questions

Section One

1. In the past, human resources played more of an administrative role as opposed to a strategic one.
True; Easy
2. HR typically discourages multiculturalism to bring in uniformity in the workforce.
False; Easy
3. Selection and recruitment are identical processes.
False; Easy
4. When determining compensation, pay systems must reward all employees uniformly irrespective of the number of years in the organization, experience, and educational qualification.
False; Easy
5. Sick leave is considered a type of compensation.
True; Easy
6. Managers are correct in believing that most people leave an organization because of pay-related matters.
False; Easy
7. Union contracts are the sole determinants of worker safety regulations.
False; Easy
8. Increased use of social networking to assimilate information to employees is an internal factor affecting the human resources in an organization.
False; Easy

Section Two

9. The Senior Professional in Human Resources is a certification open to HR professionals with two to four years of experience.
False; Easy
10. An HR employee requires good understanding of specialized job areas like employment laws to be successful.
True; Easy

11. The ability to see and understand how one's area of work fits into the bigger picture of the business is a sign of a strategic person.

True; Easy

12. PHR, or Professional in Human Resources, is a certification exam open to HR professionals with at least two years of experience.

True; Easy

Section Three

13. Healthcare is an employee benefit that may be altered to cut costs.

True; Easy

14. Cafeteria plans provide more flexible benefits that the employee can use as required.

True; Easy

15. Training employees maximizes the legal exposure of the organization.

False; Easy

16. Effective communication can help reduce the loss of revenue in organizations.

True; Easy

17. Smartphones and social networking are popular and acceptable ways to disseminate information among employees.

True; Easy

18. Telecommuting refers to lost productivity as a result of an employee using a work computer for personal reasons.

False; Easy

19. The Affordable Health Care Act requires companies with twenty-five or more employees to provide health care to their workers.

False; Easy

20. A Code of Ethics is noted to be sufficient to ensure positive and ethical behavior in all organizations.

False; Easy

Multiple Choice Questions

Section One

21. _____ involves the entire hiring process from posting a job to negotiating a salary package.

- a. Compensation
- b. Retention
- c. Training
- d. Worker protection
- e. Staffing

e; Easy

22. Details of how many people should be hired based on revenue expectation are presented in the _____ plans.
- a. staffing
 - b. retention
 - c. compensation
 - d. layoff
 - e. expansion
- a; Easy**
23. In the staffing function, _____ is the stage where HR officers find people to fill open positions.
- a. selection
 - b. development of a staffing plan
 - c. recruitment
 - d. development of a retention plan
 - e. compensation
- c; Easy**
24. In the staffing function, _____ is the stage where HR candidates are interviewed and finalized, and a proper compensation package is negotiated with them.
- a. compensation
 - b. development of a staffing plan
 - c. recruitment
 - d. selection
 - e. development of a retention plan
- d; Easy**
25. Which of the following statements is true with regard to development of workplace policies and HR?
- a. All organizations have the identical policies to ensure fairness and continuity within the organization.
 - b. Workplace policies, once established, are permanent and cannot be amended.
 - c. Developing the verbiage surrounding workplace policies is the job of the HR department.
 - d. HR departments autonomously develop policies that apply to the whole organization.
 - e. Dress code and Internet usage at work do not come under the purview of workplace policies.
- c; Easy**
26. _____ includes anything the employee receives for his or her work.
- a. Debt
 - b. Capital
 - c. Exemption
 - d. Compensation
 - e. Taxation
- d; Easy**
27. An ideal compensation package is expected to:
- a. exempt all employees from taxation on their income.
 - b. reward all employees uniformly irrespective of experience and education.

- c. reward employees for the days of actual work and penalize vacations and sick leave.
- d. consider what other people performing similar jobs are being paid.
- e. negate the influence of the industry's standard pay for the job.

d; Easy

28. _____ involves keeping and motivating employees to stay with the organization.

- a. Selection
- b. Recruitment
- c. Retention
- d. Worker protection
- e. Training

c; Easy

29. Training and development of employees is likely to result in increased _____ of those employees in the organization.

- a. attrition
- b. retention
- c. selection
- d. recruitment
- e. stagnation

b; Easy

30. Which of the following is an internal factor influencing the organization?

- a. Globalization and offshoring
- b. Changes to employment laws
- c. Health-care costs
- d. Aging baby boomers
- e. Compensation and benefits administration

e; Easy

31. Which of the following is an external factor influencing the organization?

- a. Training and development
- b. Development of workplace policies
- c. Worker protection
- d. Workforce diversity
- e. Dealing with laws affecting employment

d; Easy

32. The impact of the retirement of baby boomers reflects the role of _____ as an external factor influencing the organization.

- a. globalization and offshoring
- b. social networking
- c. a highly educated workforce
- d. technology
- e. changing workforce demographics

e; Easy

33. Allowing employees to set their own schedules results in the creation of _____ schedules.

- a. fixed
- b. standardized
- c. flexible

- d. autonomous
 - e. uniform
- c; Easy**

34. _____ allows employees to work from home or a remote location for a specified period of time.
- a. Offshoring
 - b. Telecommuting
 - c. Multitasking
 - d. Hotdesking
 - e. Cyberloafing
- b; Easy**

Section Two

35. Which of the following is true with regard to the Professional in Human Resources certification exam?
- a. To take this exam, an HR professional must have at least five years' experience.
 - b. This exam is designed for HR professionals who focus on designing and planning, rather than actual implementation.
 - c. In this test, the greater focus is on the strategic aspect of HRM.
 - d. This test has an international perspective.
 - e. Workforce planning, human resource development, risk management, and labor relations are some of its components.

e; Easy

36. The Senior Professional in Human Resources primarily focuses on:
- a. designing and planning HR functions.
 - b. implementing the strategic plans.
 - c. developing competencies that are most suited to a global HR professional.
 - d. understanding labor relations and workforce planning.
 - e. studying the administrative aspect of HR functions.

a; Easy

37. Global Professional in Human Resources is a certification test that:
- a. can be taken by a HR professional with at least six to eight years of experience.
 - b. would be best suited to someone whose company works across borders.
 - c. can help only those who prefer the administrative HR functions.
 - d. helps HR professionals specialize directly in labor relations.
 - e. would enable mastery only in niche areas like rewards or risk management.

b; Easy

38. _____ is a concept that examines the moral rights and wrongs of a certain situation.
- a. Ethics
 - b. Goals
 - c. Beliefs
 - d. Biases
 - e. Ideas

a; Easy

Section Three

39. A _____ plan gives all employees a minimum level of benefits and a set amount to spend on flexible benefits, such as additional healthcare or vacation time.
- fixed
 - cafeteria
 - 401(k)
 - golden parachute
 - profit-sharing
- b; Easy**
40. _____ refers to the number of employees who leave a company in a particular period of time.
- Turnover
 - Retention rate
 - Yield ratio
 - Staffing plan
 - Capital
- a; Easy**
41. _____ refers to the concept of moving jobs overseas in order to contain costs.
- Greenfield venturing
 - Licensing
 - Franchising
 - Offshoring
 - Insourcing
- d; Easy**
42. _____ organizations are characterized by their lack of physical locations such that all employees work from home or a location of their choice to help in cost containment.
- Formal
 - Traditional
 - Centralized
 - Hierarchical
 - Virtual
- e; Easy**
43. _____, a term used to describe lost productivity as a result of an employee using a work computer for personal reasons, is certainly another concern technology can create.
- Hotdesking
 - Telecommuting
 - Cyberloafing
 - Coworking
 - Offshoring
- c; Easy**
44. Gina Rogers, CEO of Atwood Academic Publishing Inc., has asked Malcolm Mendez, her HR manager, to conduct a discreet and careful study of how much time of the work day her employees use the Internet for personal use. After this study, she and her HR department prepared and implemented an Internet usage policy that has caused much resentment among her employees. The Internet usage policy was necessitated because of _____ on the part of the employees.

- a. coworking
- b. telecommuting
- c. cyberloafing
- d. absenteeism
- e. safety violations

c; Moderate

45. Which of the following is an implication of the retirement of baby boomers?
- a. The current workforce will adequately compensate the manpower shortage left behind by baby boomers.
 - b. The baby boomers' knowledge and expertise will be transferred to the current workforce because it is formalized.
 - c. Baby boomers will live longer, resulting in higher health-care costs for the current workforce.
 - d. Baby boomers will survive in sufficient comfort owing to the abundant savings they collected over decades.
 - e. The current workforce will pay less toward the Social Security needs than those of the baby boomer generation.

c; Easy

46. A _____ is an outline that explains the expected ethical behavior of employees.
- a. Code of Ethics
 - b. Mission Statement
 - c. Statement of Interest
 - d. Statement of regulations
 - e. Guiding Principle

a; Easy

Short Answer/ Essay Questions

Section One

47. What are the four steps in the staffing function of the HR department?

Staffing involves the entire hiring process from posting a job to negotiating a salary package. Within the staffing function, there are four main steps:

- Development of a staffing plan
- Multiculturalism in the workplace
- Recruitment
- Selection

Easy

48. What is the role of HR in increasing retention?

Retention involves keeping and motivating employees to stay within the organization. Compensation is a major factor to employee retention, but other factors include:

- Issues around the job they are performing
- Challenges with their manager
- Poor fit with organizational culture
- Poor workplace environment