

Chapter 01 Strategic Human Resource Management

True / False Questions

1. People are the common element in all social organizations.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-01 Discuss the objectives of human resource management.

Topic: 01-01 What is Human Resource Management?

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

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-01 Discuss the objectives of human resource management.

Topic: 01-01 What is Human Resource Management?

3. The field of human resource management is unrelated to key organizational goals, product-market plans, technology, and innovation.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-01 Discuss the objectives of human resource management.

Topic: 01-01 What is Human Resource Management?

4. Since human resource management is central to all organizations, all organizations have a dedicated human resource department.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-01 Discuss the objectives of human resource management.

Topic: 01-02 The Difference between Human Resource Management and a Human Resource Department

5. A new venture or micro-business might initially have the entrepreneur perform HR related tasks.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-01 Discuss the objectives of human resource management.

Topic: 01-01 What is Human Resource Management?

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

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-03 Strategic Human Resource Management

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

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-03 Strategic Human Resource Management

8. Using the focus strategy, a firm concentrates on a segment of the market, competing on the basis of either differentiation or cost leadership.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

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

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

10. Economic boom and bust business cycles are experienced the way same across the country.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

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

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

12. Canada's international trade advantage is due to its geographical location and multicultural population.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

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

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

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

Accessibility: Keyboard Navigation

Blooms: Understand

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

15. Firms with nonroutine production processes (such as advertising firms), benefit more from flexible human resource practices that nurture creativity, innovation, and entrepreneurship than those that focus on predicting employee performance.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

16. Integrating digital information systems has allowed for more effective knowledge management.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

17. Primary and extractive industries currently account for most of the national wealth in Canada.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

18. The recent shift in employment from extractive industries to service industries has increased the need for innovative thinking within organizations.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

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

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

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

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

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

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

22. Educational attainment is keeping pace with the growing knowledge-based economy.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

23. The set of employability skills identified by the Corporate Council on Education consist of basic academic skills, personal management skills, and teamwork skills

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

24. The aging population impacts human resource management the same way across all geographical locations.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

25. The growing population of youth workers entering the Canadian workforce has implications for Canada on a global scale.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

26. In today's workplace, leaders may be faced with up to five generations of workers- Generation Z, Generation Y, Generation X, Baby boomers, and Traditionalists.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

27. Cultural forces are challenges facing a firm's decision makers because of cultural differences among employees or changes in core cultural or social values occurring at the societal level.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

28. Canada continues to be a two-language nation, where the majority of Canadians have either English or French as their mother tongue.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

29. In the discussion of ethics, there are 3 approaches to determine "Right" behaviour in ambiguous situations. The 3 approaches are: universalistic, conformist, and subjectivist.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

30. Ethical issues confronting Canadian firms today include issues such as sexual harassment, cyber espionage, and avoiding conflicts of interest.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

31. When objectives can be achieved in several acceptable ways, the key to success is choosing the path that best aligns with individual stakeholder needs.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

32. HR practices such as seniority- and rank-based pay and top-down communication channels are likely to work best when organizations consciously make an effort to create an egalitarian, participative, and entrepreneurial work climate.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

33. Performance assessments indicate how well human resource activities have been carried out, since poor performance might mean that selection or training activities need to be redesigned.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

34. Without a future orientation, human resources departments become proactive, allowing minor problems to become major ones.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

35. Human Resource audits can be performed for one division or an entire company.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

36. Human resource managers must constantly scan their professional and social environment for clues about the future.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

37. As an organization becomes more complex and departments expand, departments also become less specialized.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-03 Explain how human resource departments are organized and how they function.

Topic: 01-05 The Organization of Human Resource Management

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

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-03 Explain how human resource departments are organized and how they function.

Topic: 01-05 The Organization of Human Resource Management

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

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-03 Explain how human resource departments are organized and how they function.

Topic: 01-06 The Service Role of the Human Resource Department

40. In highly technical or extremely routine situations, the human resources department may be given functional authority, allowing them to make decisions usually made by line managers or top management.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-03 Explain how human resource departments are organized and how they function.

Topic: 01-06 The Service Role of the Human Resource Department

41. Human resource professionals need to be well versed in data-driven decision making and financial operations.

TRUE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-04 Discuss the role of human resource professionals in today's organization.

Topic: 01-07 Today's Human Resource Management Professional

42. The Certified Human Resources Professional (CHRP) accreditation is granted by each provincial HR association.

FALSE

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-04 Discuss the role of human resource professionals in today's organization.

Topic: 01-07 Today's Human Resource Management Professional

Multiple Choice Questions

43. 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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Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

44. Which of the following is a possible outcome of employers installing workout facilities within the organization's physical space?

- A. an decrease in employee morale
- B. an increase in health benefits claims
- C. A decrease in expenses associated with sick days**
- D. an increase in marriage rates between employees
- E. an increase in the number of employees leaving the office early

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Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-03 Strategic Human Resource Management

45. Which of the following is the product of all of an organization's features and how they are arranged?

- A. organizational structure**
- B. organizational culture
- C. organizational hierarchy
- D. organizational strategy
- E. organizational objectives

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

46. Which of the following credentialing bodies is responsible for accrediting HR professionals in Ontario?

- A. Chartered Professional inhuman Resources
- B. International Association for Six Sigma Certification
- C. Human Resource Professional Association**
- D. International Personnel Management Association
- E. Organisation for Economic Co-operation and Development

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-04 Discuss the role of human resource professionals in today's organization.

Topic: 01-07 Today's Human Resource Management Professional

47. Which of the following tasks might a human resources manager have to carry out during a recessionary period?

- A. retraining staff
- B. implementing employee layoffs**
- C. creating a culture of innovation within the organization
- D. recruiting employees with new skill sets
- E. focus only on economic forces at the local level

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

48. Which of the following is a major group of human resource activities that the human resource department must continually focus on?

- A. sourcing a new building to move into
- B. adjusting organizational mission
- C. conducting an environmental scan
- D. analyzing organizational culture
- E. motivating employees**

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

49. Which of the following is a reason for organization's increased expectations of human resource departments?

- A. the decreasing retirement age
- B. the high cost of actively disengaged employees**
- C. Canada's low ranking among exporting nations
- D. the lower quality in production due to automation
- E. the lack of multiculturalism in Canada

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-03 Strategic Human Resource Management

50. What strategic 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

Accessibility: Keyboard Navigation

Blooms: Understand

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

51. Which of the following strategies aims to gain a competitive advantage through lower costs of operations and lower prices for products?

- A. focus
- B. differentiation
- C. cost leadership**
- D. organizational
- E. progressive

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

52. Which of the following is described as the use of rules, competition, and teamwork to encourage engagement by mimicking games?

- A. cultural mosaic
- B. gamification**
- C. cost leadership strategy
- D. demographic management
- E. situational approach

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-03 Strategic Human Resource Management

53. A _____ is an examination of the human resource policies, practices, and systems of a firm (or division) to eliminate deficiencies and improve ways to achieve goals.

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

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

54. Which of the following is a cultural challenge facing Canadian organizations today?

- A. gender balance in the workforce
- B. global trade
- C. shift towards knowledge workers
- D. ethics**
- E. generational shift

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

55. When the HR department is formulating strategies, which of the following describes an activity involved in attracting human resources?

- A. finding capable individuals to apply for employment
- B. reviewing of the current state of human resources practices
- C. assessing employee performance
- D. modifying internal work procedures
- E. monitoring organizational policies

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

56. Gains in productivity give managers the ability to do which of the following?

- A. focus more on predicting employee performance
- B. save scarce resources
- C. improve working conditions
- D. increase employee benefits
- E. provide better pay to employees

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

57. Which of the following is a category of organizational goals?

- A. not-for-profit
- B. leadership
- C. environmental
- D. technological
- E. ergonomic

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-01 Discuss the objectives of human resource management.

Topic: 01-01 What is Human Resource Management?

58. Which of the following is an example of a service industry?

- A. education
- B. mining
- C. fishing
- D. forestry
- E. agriculture

Accessibility: Keyboard Navigation

Blooms: Understand

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

59. Which of the following is a technological force that allows for more flexibility in operations?

- A. automation
- B. connectivity
- C. flexible work design
- D. knowledge management
- E. global trade

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

60. The ratio of an organization'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

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

61. Human resource audits cover which of the following areas related to staffing and development?

- A. human rights legislation
- B. job analysis information
- C. human resource plans
- D. compensation administration
- E.** employee selection

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

62. Which of the following describes an outcome associated with moving to a mechanized process?

- A. decreased standards of quality in production
- B. increased cost
- C. increased effort to change setups for small production batches
- D. decreased operational flexibility
- E.** increased reliability in operations

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

63. Which of the following is a challenge associated with automation?

- A. lower predictability in operations
- B. lower standards of quality in production
- C. decreased reliability in operations
- D.** negative union attitudes
- E. less flexibility in operations

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

64. 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. connectivity

Accessibility: Keyboard Navigation

Blooms: Understand

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

65. Which of the following continuously changing internal factors impacts the need for human resources strategies to be examined regularly?
- A. technology
 - B. environments
 - C. government policies
 - D.** role definitions
 - E. demographics

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

66. 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

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-04 Discuss the role of human resource professionals in today's organization.

Topic: 01-07 Today's Human Resource Management Professional

67. Which of the following is TRUE about proactive human resource management?

- A. it allows staff to ensure their family or friends are hired by the organization
- B. it focuses on how to best deploy HR activities to solve problems as they arise
- C. it allows minor problems to become major ones
- D. it only allows HR managers to anticipate challenges outside of the organization
- E. it anticipates problems or challenges before they impact the organization**

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-03 Strategic Human Resource Management

68. Which of the following is TRUE about a human resource department?

- A. it is critical to the success and survival of the organization
- B. it represents the leadership and management of people within an organization
- C. its contribution should be kept at a level appropriate to an organization's needs and resources**
- D. it is required that all organizations have a dedicated human resource department
- E. it eliminates the need for individual managers to take responsibility for the day-to-day management of human resources

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-01 Discuss the objectives of human resource management.

Topic: 01-02 The Difference between Human Resource Management and a Human Resource Department

69. 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 authority to make decisions about production
- D.** it has the power to advise but not direct managers in other departments
- E. it has the authority to order managers to accept their ideas

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-03 Explain how human resource departments are organized and how they function.

Topic: 01-06 The Service Role of the Human Resource Department

70. An organization's mission statement does which of the following?

- A. it specifies what activities the organization has pursued in the past
- B. it is the product of all organizational features and how they are arranged
- C. it systematically reviews the current state of human resource practices in an organization
- 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

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

71. Which of the following is TRUE of the differentiation strategy used by organizations for their products?

- A. it lowers costs of operations
- B.** it focuses on creating a distinctive product or offering a unique service
- C. it aggressively seeks efficiencies in production
- D. it concentrates on a segment of the market
- E. it targets a market that is set apart by either geography or specialized needs

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

72. Which of the following is a benefit of conducting a human resource audit?

- A. it ensures timely compliance with legal requirements
- B. It aligns the HR department's goals with other department's goals
- C. it reveals corrupt activities in other departments
- D. It stimulates variety in the application of human resource policies and practices
- E. it increases human resource costs through more effective procedures

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

73. The participation rate of women continues to grow in which of the following industries:

- A. wholesale trade
- B. oil and gas
- C. transportation
- D. manufacturing
- E. management

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

74. Giving a department the right to make decisions usually made by line managers or top management is an example of:

- A. functional authority
- B. a regulation
- C. line authority
- D. human resource management
- E. staff authority

Accessibility: Keyboard Navigation

Blooms: Understand

Difficulty: Hard

Learning Objective: 01-03 Explain how human resource departments are organized and how they function.

Topic: 01-06 The Service Role of the Human Resource Department

75. Which of the following is an example of a demographic challenge facing Canadian?

- A. automation
- B. diversity
- C. millennial workers
- D. global trade
- E. aging population**

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

76. How often should human resource 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

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

77. The decline in Canada's competitiveness in the international marketplace is an example of which economic force?

- A. economic cycles
- B. global trade**
- C. productivity improvement
- D. connectivity
- E. innovation improvement

Accessibility: Keyboard Navigation

Blooms: Understand

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

78. What progressive human resource management strategy can be used to create a creative and pioneering culture within an organization?

- A. cultural mosaic
- B. educational attainment
- C. recruit innovative staff**
- D. automation
- E. human resource audit

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

79. Which of the following is a benefit of telecommuting?

- A. there is a lower risk of data breaches
- B. less training is needed
- C. work requiring special equipment can be performed away from the workplace
- D. greenhouse gases are reduced**
- E. it is easier to ensure employees' workstation is safe

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

80. 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

Accessibility: Keyboard Navigation

Blooms: Understand

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

81. Which of the following is a group of human resource activities that are critical to competitive survival?

- A. compensation
- B. benefit packages
- C. succession planning
- D. automation**
- E. employee development

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

82. _____ continues to be a technological force and opportunity that revolutionizes Canadian businesses and their HRM practices.

- A. Automation**
- B. Diversity
- C. The North American Free Trade Act
- D. Email
- E. The skilled workforce

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Easy

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

83. Which of the following is TRUE of workers who fall below adequate levels of literacy?

- A. they make up less than 10 percent of Canadians aged 16 or over
- B. they may be major contributors to safety violations**
- C. they increase overall productivity levels
- D. they are in high demand
- E. non-progressive workplaces have recognized low literacy levels as a problem

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

84. Which of the following is TRUE about managers with line authority?

- A. they ensure compliance with organizational policies
- B. they plan and organize activities related to hiring a new employee
- C. they are responsible for promotions and job assignments
- D. they establish grievance handling procedures
- E. they negotiate with the bargaining unit

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-03 Explain how human resource departments are organized and how they function.

Topic: 01-06 The Service Role of the Human Resource Department

85. Which of the following describes Generation X employees?

- A. they are averse to hard work
- B. their biggest fear is boredom
- C. they prefer being passive participants in decision making
- D. they are likely to show disdain for a "command and control" culture
- E. they place little value on work-life balance

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

86. Which of the following characteristics make Generation Y employees very different from baby boomer employees?

- A. they are likely to have more loyalty to their profession than to their employers
- B. they are not averse to hard work
- C. they like to be active participants in decision making
- D. they will likely show disdain for a "command and control" culture
- E. they seek continuous learning

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

87. Which of the following is a key area identified in the Chartered Professional in Human Resources Competency Framework?

- A. operations management
- B. strategy**
- C. product development
- D. promotions
- E. distributing subordinate job assignments

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-04 Discuss the role of human resource professionals in today's organization.

Topic: 01-07 Today's Human Resource Management Professional

88. Which of the following is one of the 6 stages of moral development by Kohlberg?

- A. advancement
- B. reciprocity**
- C. transitional
- D. learning
- E. psychological factors

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Medium

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process

89. Faced with an aging population, which of the following is a challenge that awaits human resource specialists in the future?

- A. pressure for more compensation
- B. pressure to hire the children of senior executives
- C. pressure for fixed work schedules
- D. coordination of government benefits with company benefits**
- E. the declining age of retirement

Accessibility: Keyboard Navigation

Blooms: Remember

Difficulty: Hard

Learning Objective: 01-02 Identify steps in strategic management of human resources.

Topic: 01-04 Understanding the Strategic Human Resource Management Process