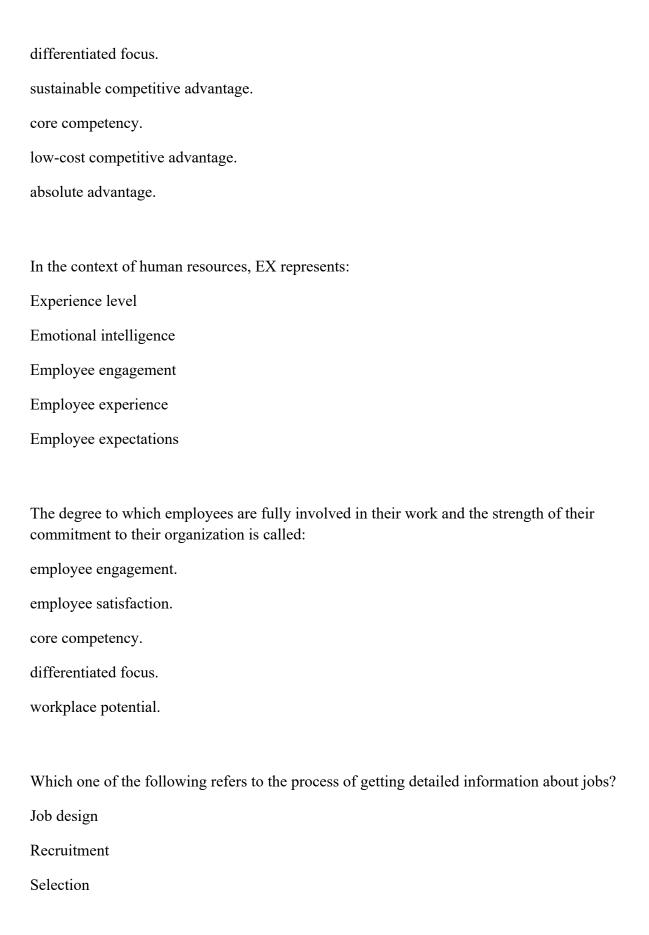Student name:_____

Managers and economists traditionally have seen human resource management as a source of value to their organizations.

true

false

The concept of "human resource management" implies that employees are interchangeable, easily replaced assets that should be managed like any other physical asset.

true

false

No two human resource departments will have precisely the same roles and responsibilities.

true

false

Recruitment refers to the process by which an organization selects applicants with the right knowledge, skills, and abilities to help the organization achieve its goals.

true

false

Performance management requires that employee activities and outputs match the individual's goals.

true

false

Important decisions in planning pay and benefits include how much to offer employees in salary or wages, as opposed to bonuses, commissions, and other performance-related pay.

true

false

The shift to self-service requires HR to spend more time on day-to-day transactional tasks.

true

false

Compliance with laws and regulations is not an HR responsibility, but rather the sole responsibility of managers within the organization.

true

false

HR is increasingly becoming a purely administrative function.

true

false

As part of its strategic role, one of the key contributions HR can make is to engage in evidence-based HRM.

true

false

Canada underperforms the United States with respect to productivity.

true

false

HRM should have a significant role in carrying out a merger or acquisition.

true

false

Non-traditional workers e.g. contractors and temporary workers, currently represent more than 50 percent of the workforce, and this percentage is expected to increase significantly.

true

false

Setting up a business enterprise in another country (e.g. building a factory in China) is called outsourcing.

true

false

Recent surveys indicate that the general public and managers do not have positive perceptions of the ethical conduct of businesses.

true

false

HR activities are carried out exclusively by HR specialists in small organizations.

true

false

Canada's labour force is aging.

true

false

Mobile devices are increasingly being used to access HR processes, information, and collaborative tools.

true

false

As a type of resource, human capital refers to:

the wages, benefits, and other costs incurred in support of HR functions within an organization.

executive talent within an organization.

the tax-deferred value of an employee's pension plan.

employee characteristics that can add economic value to the organization.

substitutes for physical assets.

Human capital refers to an organization's employees described in terms of all of the following, EXCEPT?

Profitability

Training

Relationships

Intelligence

Experience

When an organization is better than competitors at something, and can hold that advantage over a sustained period of time, it is said to have a:

differentiated focus.

sustainable competitive advantage.

core competency.

low-cost competitive advantage.

absolute advantage.

In the context of human resources, EX represents:

Experience level

Emotional intelligence

Employee engagement

Employee experience

Employee expectations

The degree to which employees are fully involved in their work and the strength of their commitment to their organization is called:

employee engagement.

employee satisfaction.

core competency.

differentiated focus.

workplace potential.

Which one of the following refers to the process of getting detailed information about jobs?
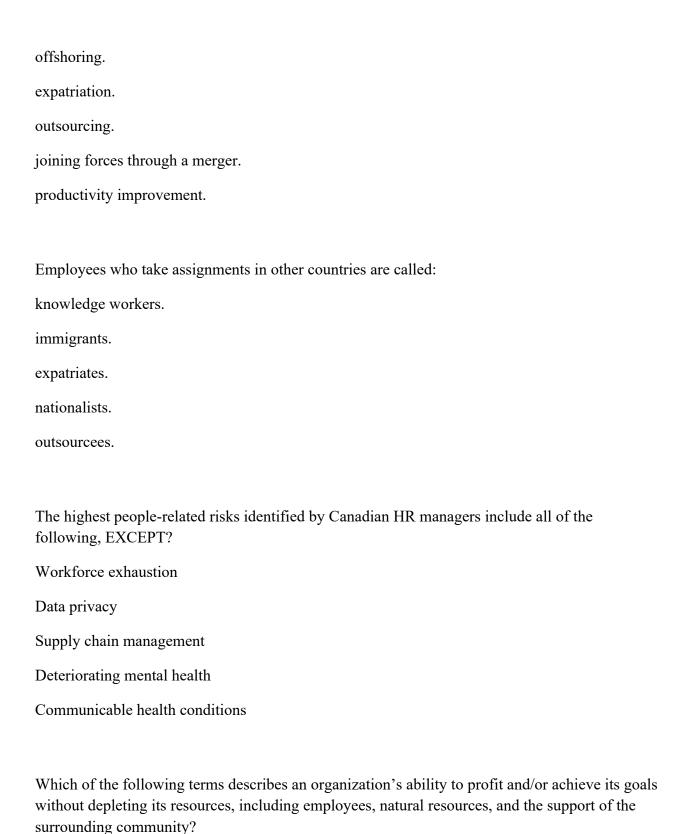
Job design

Recruitment

Selection

Job analysis

Performance management

What do you call the process through which an organization seeks applicants for potential employment?

Recruitment

Selection

Onboarding

Job analysis

Performance management

Development programs often focus on:

enabling employees to learn job-related knowledge, skills, and behaviour.

ensuring that employees' activities and outputs match the organization's goals.

preparing employees for leadership responsibilities.

identifying the top qualities employers look for in employees.

increasing the profitability of each employee.

Which one of the following refers to a planned effort to enable employees to learn job-related knowledge, skills, and behaviours?

Orientation

Selection

Recruitment

Training

Development

The process of ensuring that employees' activities and outputs match the organization's goals is called:

job analysis.

strategic management.

quality assurance.

performance management.

development.

Use of quantitative tools and scientific methods to analyse data from HR databases and other sources to make evidence-based decisions is called:

people (human capital) analytics.

productivity improvement.

performance management.

strategic HRM.

self-service.

The COVID-19 pandemic put the role of _____ into prominent focus as HR leaders endeavoured to meet the needs of their organization's workforce while navigating changing legislation.

business partner services

strategic partner

administrative services

administrative transactions

stakeholder collaborator

_____ is a systematic and planned effort to train, develop, and engage the performance of highly skilled employees and managers.

Evidence-based HRM

Job analysis

Talent acquisition

Talent management

Performance management

_____ refers to demonstrating that human resource practices have a positive influence on the company's profits or key stakeholders.

Strategy

Evidence-based HRM

Productivity improvement

Compliance

Performance management

Companies that rely primarily on non-traditional employment to meet service and product demands are competing in the _____ economy.

self-service

gig

contractor

on-demand

evolving

A small manufacturing company decides to have its accounting function performed by a medium-sized accounting firm. This is an example of:

offshoring.

expatriation.

outsourcing.

joining forces through a merger.

productivity improvement.

Employees who take assignments in other countries are called:

knowledge workers.

immigrants.

expatriates.

nationalists.

outsourcees.

The highest people-related risks identified by Canadian HR managers include all of the following, EXCEPT?

Workforce exhaustion

Data privacy

Supply chain management

Deteriorating mental health

Communicable health conditions

Which of the following terms describes an organization's ability to profit and/or achieve its goals without depleting its resources, including employees, natural resources, and the support of the surrounding community?

Organizational effectiveness

Total rewards

Talent management

Sustainability

Corporate governance

Which of the following refers to a collection of corporate performance evaluation criteria that assesses the robustness of a company's governance mechanisms and its ability to effectively manage its environmental and social impacts?

Talent management

ESG strategies

Sustainability

Corporate governance

Organizational effectiveness

*Truth and Reconciliation Commission of Canada:*Calls to Action provides directives to:

Support diversity, equity, and inclusion in the workplace.

Prevent the harassment and exploitation of Canada's youth.

Transition formal workplaces to embrace remote and hybrid work options.

Build meaningful and sustainable relationships with Indigenous peoples.

Support employee psychological safety.

Which of the following was one of the first companies to use analytics to make people decisions by creating algorithms to predict in which job candidates were most likely to succeed?

Amazon

Tesla

Google

Facebook

Twitter

According to a study from Randstad Canada, non-traditional workers currently make up _____ of the workforce and this number is expected to rise in the next decade.

half

10 percent

three-quarters

60 percent

20 to 30 percent

In 2021, _____ were welcomed to Canada, which was the highest number in any one year of Canada's history, even in spite of the pandemic.

50,000 permanent residents

150,000 permanent residents

250,000 permanent residents

400,000 permanent residents

650,000 permanent residents

The widespread trend of a significant number of workers leaving their jobs during the COVID-19 pandemic has been dubbed:

Boomer-exodus

CERB Addition

The Great Resignation

The Floodgates to Retirement

Pseudo-retirement

A cluster of competencies related to using the levers available to HR professionals to maximize the performance of organizations, teams, and individuals within the context of executing the organization's strategy refers to what grouping of the HR Professionals' competency framework illustrated in your course materials?

Employee and labour relations

Total rewards

Workforce planning and talent management

Professional practices

Organizational effectiveness

Ethics refer to:

one's religious beliefs.

what is required by law.

one's political values and beliefs.

the fundamental principles of right and wrong.

what is acceptable to the company.

Which of CPHR Canada's general competencies means synthesizing and analysing all relevant information to understand and address a situation?

Relational intelligence

Data and sensemaking

Business acumen
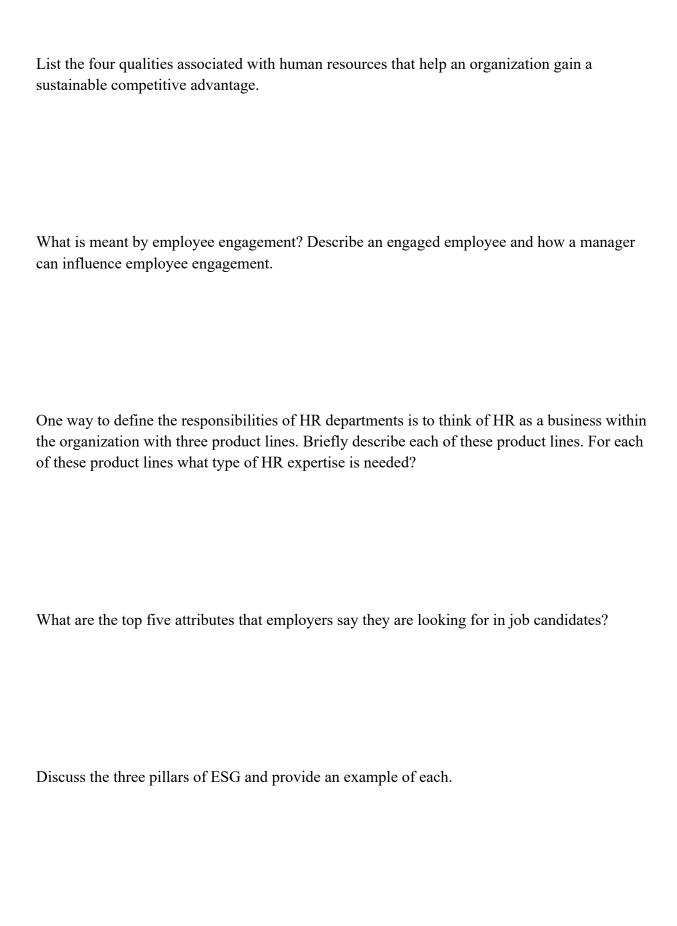
Working digitally

Leadership

Which of CPHR Canada's general competencies means forging positive relationships and developing self-awareness in regard to the impact on others?

Relational intelligence

Data and sensemaking

Business acumen

Working digitally

Leadership

Which of the choices is the general term that refers to all people willing and able to work?

Labour force

Internal labour force

External labour market

Knowledge workers

Passive labour force

Statistics Canada predicts:

the number of Canadians in the labour force is projected to decrease between now and 2036.

Canada's overall labour force participation rate is expected to decline.

Canada's overall labour force participation rate is expected to increase.

the Canadian Pension Plan will be depleted by 2036.

Canada will not suffer from any labour shortages in the near future.

In 2022, Canada's labour force participation rate was reported as:
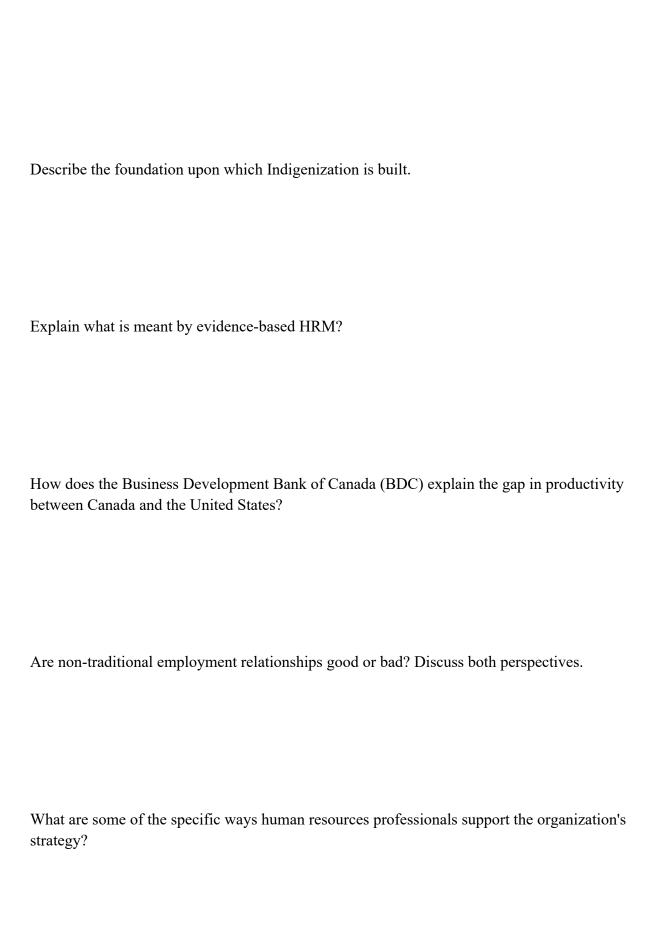
50 percent

58 precent

75 percent

65 percent

85 percent

_____ are presently becoming the "newest" faces in organizations.

Traditionalists

Generation Z

Millennials

Baby Boomers

Generation X

Statistics Canada reports the Indigenous-identity population of Canada is approximately _____ percent of Canada's total population.

5 percent

2.5 percent

15 percent

8 percent

1.5 percent

_____ became the first country to collect and publish gender diversity data by asking a survey question in the 2021 Census that differentiated between "sex at birth" and "gender"—previous census data only asked to identify "sex."

The United States

Norway

Australia

The Netherlands

Canada

The proportion of transgender and non-binary people is highest among:

Generation Z

Millennials

Generation X

Baby boomers

Indigenous peoples

Funmi is a marketing analyst who provides highly specialized social marketing expertise to her employer. Funmi is _____.

a knowledge worker

a millennial

passive talent

a data scientist

an expatriate

Almost 1 in _____ people in Canada's labour force in 2022, had a university degree (or higher).

2

3

5

10

20

_____ is a technology that simulates human thinking. It works through queries that allow it to learn from data over time so that it can identify trends and patterns that influence future searches and suggestions.

Robotics

Social network

Knowledge work

Evidence-based HRM

Artificial intelligence

A computer system used to acquire, store, retrieve, and distribute information related to a company's human resources is called:

big data.

a human resource information system (HRIS).

a gig system.

an HR dashboard.

artificial intelligence.

Arcady views and accesses important HR metrics and other important indicators that are prominently displayed on his computer's desktop and mobile device. This _____ also provides access to important HR metrics for conducting people analytics.

application of artificial intelligence

application of robotics

HR dashboard

psychological contract

cloud

List the four qualities associated with human resources that help an organization gain a sustainable competitive advantage.

What is meant by employee engagement? Describe an engaged employee and how a manager can influence employee engagement.

One way to define the responsibilities of HR departments is to think of HR as a business within the organization with three product lines. Briefly describe each of these product lines. For each of these product lines what type of HR expertise is needed?

What are the top five attributes that employers say they are looking for in job candidates?

Discuss the three pillars of ESG and provide an example of each.

Describe the foundation upon which Indigenization is built.

Explain what is meant by evidence-based HRM?

How does the Business Development Bank of Canada (BDC) explain the gap in productivity between Canada and the United States?

Are non-traditional employment relationships good or bad? Discuss both perspectives.

What are some of the specific ways human resources professionals support the organization's strategy?

Explain why supervisors and managers are expected to be familiar with the basics of HRM. List 5 examples of the types of HR responsibilities supervisors and managers are expected to perform.

Give three examples of CPHR Canada's general competencies.

Describe three of HRPA's enabling competencies.

What are knowledge workers? What do they contribute to the organization and what are the organizational implications of employing knowledge workers?

Describe Canada's multi-generational workforce.

Describe artificial intelligence on a continuum from least to most intelligent.

Answer Key

Test name: Ch1_Human Resource Management_6ce

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Short Answer

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