

c2

Student: _____

1. Most human resource problems have a single correct prescription.

True False

2. Union procedures and requirements are elements of the internal environment and have a significant impact on HRM programs.

True False

3. Equal employment opportunity and human rights legislation indirectly affects employee recruiting, selection, evaluation, and promotion.

True False

4. The amount of government regulation on HR practices and activities has remained relatively constant since the 1940s.

True False

5. Productivity measures are crude and subject to short-term error.

True False

6. In general, private-sector and third-sector are structured similarly

True False

7. Pressure groups influence the HR manager much more in the public sector than in private business.

True False

8. At the macroeconomic level, the term advantage is defined as the degree to which a nation can produce goods and services that meet the test of international markets while simultaneously maintaining or expanding the real incomes of its citizens.

True False

9. Companies must guard their HRM activities closely, otherwise the competition could duplicate their entire culture.

True False

10. The labor force of the United States comprises all people age 18 or older who are not in the military and who are employed or seeking work.

True False

11. On average, a highly qualified employee produces twice as much as a poorly qualified one.

True False

12. Benefit plans, which may amount to one-third of base compensation, are set up in such a way that it generally costs less to employ older people.

True False

13. The physical location of the organization can have a significant impact on how HRM programs are used.

True False

14. Organizational culture can have an impact on the behavior, productivity, and expectations of employees.

True False

15. The health care industry has one of the lowest contingent worker growth rates.

True False

16. _____ management is a process by which an organization works to determine what needs to be done to accomplish objectives, and how they will be achieved.

- A. Strategic
- B. Tactical
- C. Intuitive
- D. Selective

17. _____ HRM is defined as the development and implementation of human resource processes to enhance and facilitate the achievement of the organization's strategic objectives.
- A. Strategic
 - B. Tactical
 - C. Intuitive
 - D. Selective
18. The letters in ARDM stand for:
- A. Acquiring, rewarding, directing, maintaining
 - B. Acquiring, routing, directing, monitoring
 - C. Acquiring, rewarding, developing, maintaining and protecting
 - D. None of the choices are correct
19. The ARDM model considers _____.
- A. internal environmental influences
 - B. external environmental influences
 - C. human resource processes
 - D. All of the choices are correct
20. Desirable end results within the ARDM model include _____.
- A. socially responsible and ethical practices
 - B. competitive, high quality products
 - C. reduced union activities
 - D. Both A and B are correct
21. Why did many women decide to leave the accounting firm of Deloitte & Touche in the late 1980s?
- A. Other companies paid higher wages
 - B. To become housewives
 - C. Because of rampant sexual harassment
 - D. Because they were precluded from advancement

22. Any solution that is implemented must be _____.

- A. original
- B. systematic
- C. progressive
- D. evaluated

23. The ARDM model calls for _____ review of each situation.

- A. thorough
- B. timely
- C. systematic
- D. All of the choices are correct

24. The ARDM model includes ____ specific steps to be taken by managers.

- A. 3
- B. 4
- C. 5
- D. 10

25. Most human resource problems have _____ correct prescription.

- A. a single
- B. two
- C. a range of three to five
- D. no single

26. Which of the following would not be considered an external environmental influence?

- A. The labor force
- B. Union procedures
- C. Regulations
- D. None of the above.

27. The government regulates and influences _____.

- A. some aspects of HRM more directly than others
- B. all aspects of HRM equally
- C. only EEO issues
- D. primarily compensation issues

28. Institutions that are museums, symphony orchestras, private schools and colleges, not-for-profit hospitals and nursing homes, and voluntary organizations such as churches and social clubs are considered to be in the _____.

- A. second sector
- B. third sector
- C. the "other sector"
- D. None of the above.

29. Which of the following is a cost associated with labor?

- A. Salaries
- B. Bonuses
- C. Fringe benefits
- D. All of the choices are correct

30. Workers from which of the following countries are the most productive in the world?

- A. Asia
- B. Europe
- C. The United States
- D. South America

31. Before productivity can be effectively managed and improved, it must be _____.

- A. monitored
- B. measured
- C. identified
- D. prioritized

32. All of the following were mentioned in the text as ways to increase productivity except:

- A. Reducing government controls
- B. Developing favorable tax incentives to invest in new plants and equipment
- C. Reindustrializing an entire business-industrial complex
- D. Relocating to a less-industrialized nation

33. _____ is defined as the degree to which a nation can, under free and fair market conditions, produce goods and services that meet the test of international markets while simultaneously maintaining or expanding the real incomes of its citizens.

- A. Productivity
- B. Competitiveness
- C. Expansion
- D. Trade balance

34. _____ is defined as having a superior marketplace position relative to competitors.

- A. Competitiveness
- B. Competitive advantage
- C. A Winning strategy
- D. Market dominance

35. In 2009, about _____ of the full-time U.S. workforce consisted of women.

- A. 21 percent
- B. 47 percent
- C. 70 percent
- D. 92 percent

36. Large numbers of _____ are employed in low-skill, low-paying jobs.

- A. Hispanics
- B. African-Americans
- C. Native Americans
- D. All of the choices are correct

37. According to Sally Heigesen, author of *Everyday Revolutionaries: Working Women and the Transformation of American Life*, the ultimate quest of working women is to:
- A. Make the whole world homelike
 - B. Balance work and family life
 - C. Achieve equal footing with men
 - D. Perform better than expected
38. _____ may be less efficient on jobs requiring quick physical response rates.
- A. Men
 - B. Women
 - C. Older workers
 - D. Younger workers
39. Which of the following occupations is expected to have the fastest employment growth from 2008 to 2011?
- A. Software engineers
 - B. Home health aides
 - C. Dental hygienists
 - D. Network systems/data communications analysts
40. Which of the following is considered a fully developed nation?
- A. Australia
 - B. Spain
 - C. India
 - D. Mexico
41. A(n) _____ indicates what an organization's key executives hope to accomplish in the long run.
- A. decree
 - B. strategy
 - C. doctrine
 - D. goal

42. Apple Computer's early success was due to high alignment of its strategy with all of the following except:
- A. Its structure
 - B. Its people
 - C. Its management
 - D. The strategy of its primary competitor
43. A study found that employees with more supportive work places are more likely than other workers to have:
- A. Higher levels of job satisfaction
 - B. More commitment to their companies
 - C. A stronger intention to remain with their companies
 - D. All of the choices are correct
44. Diversity refers to any mixture of themes characterized by _____
- A. EEOC definition race only
 - B. individual differences
 - C. differences and similarities
 - D. Race, creed and color
45. Workers who plan, decide, and solve problems using databases, computer programs, and other technology-driven information sources are called _____.
- A. knowledge workers
 - B. information specialists
 - C. computer nerds
 - D. technical specialists
46. _____ refers to a system of shared meaning held by members that distinguishes the organization from other organizations.
- A. Organizational concern
 - B. Organizational character
 - C. Organizational Culture
 - D. Organizational Structure

47. _____ for the development of human resources

- A. The "Learning" culture is best
- B. An internally focused culture is best
- C. The "J" culture is best
- D. There is no best culture

48. The feeling of completing a whole job as opposed to contributing to only a portion of a job, is its _____.

- A. autonomy
- B. empowerment
- C. task identity
- D. culture

49. Once a person joins an organization, his or her experiences are largely influenced by:

- A. The work group
- B. Monetary compensation
- C. Training
- D. Repetition

50. The degree to which a worker can complete his or her job task because he or she has information, knowledge, and power is called _____.

- A. degree of autonomy
- B. degree of empowerment
- C. task completion
- D. the empowerment dimension

51. Effective groups generally have all of the following except:

- A. Stable membership
- B. Members with similar backgrounds
- C. Dictatorial leaders
- D. Persons who depend on the group to satisfy their needs

52. Leaders must orchestrate the distinctive _____ and motives of individuals.

- A. Skills
- B. experiences
- C. personalities
- D. All of the choices are correct

53. All of the following are levels of strategy generally applied to HRM activities except:

- A. Strategic
- B. Managerial
- C. Directional
- D. Operational

54. The three levels of strategy are: _____.

- A. strategic, operational, procedural
- B. tactical, operational, directional
- C. strategic, tactical, operational
- D. strategic, managerial, operational

55. Which of the following would be considered an operational (short term) HR activity?

- A. Examining labor force trends
- B. Preparing staffing plans
- C. Developing a recruitment marketing plan
- D. Establishing a reward system that is linked to strategic goals

56. A well-designed organizational strategic plan permits the HR department to be better prepared to cope with changes in _____.

- A. the internal environment
- B. the extended environment
- C. the external environment
- D. both the internal and the external environments

57. _____ is dissolving borders and creating an interconnected, global marketplace.

- A. Knowledge
- B. Innovation
- C. Technology
- D. Industrialization

58. _____ made it easier for women to raise a family and also begin a productive career.

- A. Better educational opportunities
- B. A shorter standard workweek
- C. A shortage of workers
- D. High quality day care

59. How did United Airlines spark an increase in Spanish-speaking travelers?

- A. They increased advertising in South America
- B. They installed a Spanish-language telephone reservation line
- C. They used Spanish models in their advertisements
- D. They added Spanish food items to the menu

60. A part time employee generally works _____ hours or less per week.

- A. 40
- B. 35
- C. 25
- D. 20

61. Downsizing in US manufacturing _____.

- A. is the direct result of NAFTA.
- B. has been a relatively new phenomena
- C. did not happen until China was granted "most favored nation" status
- D. is nothing new and has been happening since 1967.

62. The two general classifications of workers are _____.

- A. full-time management and part-time workers
- B. full-time employees and contingent workers
- C. professional employees and staff workers
- D. permanent and contract

63. _____ means changing the reporting and authority relationships within a firm.

- A. Downsizing
- B. Reengineering
- C. Restructuring
- D. Rightsizing

64. _____ is a term used to designate a reduction in a company's workforce.

- A. Downsizing
- B. Reengineering
- C. Restructuring
- D. Reallocation

65. Which of the following is the result of genetic factors and is rarely subject to change through training?

- A. Finger dexterity
- B. Interpersonal skills
- C. Leadership skills
- D. Both A and B are correct.

66. People are motivated by powerful emotional forces, and work provides an opportunity for the expression of both _____ and pleasure-seeking drives.

- A. regressive
- B. aggressive
- C. passion
- D. self-worth

67. _____ is the set of attitudes that predisposes a person to act in a specific goal-directed way.
- A. Motivation
 - B. Perception
 - C. Personality
 - D. Conviction
68. _____ is concerned with those attitudes that channel a person's behavior toward work and away from recreation or other areas of life.
- A. "G" motivation
 - B. Organizational Motivation
 - C. Work motivation
 - D. Workforce motivation
69. _____ is the characteristic way a person thinks and behaves in adjusting to his or her environment.
- A. Motivation
 - B. Perception
 - C. Personality
 - D. All of the choices are correct
70. Each person is unique and acts and thinks in a certain way because of:
- A. Personality
 - B. Abilities
 - C. Attitudes and preferences
 - D. All of the choices are correct
71. The ARDM model includes four specific steps to be taken by managers. What are they?

72. Why does regulation encourage simplistic thinking on complicated issues?

73. Briefly describe how unions in the United States have changed.

74. Provide three examples of institutions that would be classified as in the third sector.

75. How does geography influence hiring?

76. What does symbolic egalitarianism mean?

77. Identify two benefits of paying wages that are higher than required by the market.

78. Name a method by which an organization can give employees an ownership interest in the organization.

79. Why may the goals of the organization differ within and among departments?

80. What is meant by strategy?

81. How did Aetna Life & Casualty halve the rate of resignations among the new mothers in its workforce?

82. What are the four stages of product development?

83. What types of employees are considered contingent workers?

84. Are restructuring and downsizing the same?

85. Union organization efforts might gain a foothold at Microsoft. Why?

86. Identify five HRM activities, policies, or programs that are influenced by federal regulations.

87. What are the educational and behavioral factors that an HR manager must consider when staffing a division in a new geographic location?

88. Third-world nations are often the most difficult to work in. Why?

89. Which of these work-life balance programs would most appeal to you today, and why? What about 10 years from now?

90. Describe your impression of the culture of an organization or group to which you have belonged, or for which you have worked. Be sure to explain both the positive and negative aspects of the culture, and the effect that it had on you as a person.

c2 Key

1. Most human resource problems have a single correct prescription.
(p. 33)

FALSE

Because of the complexity of behaviors, emotions, and attitudes, most human resource problems do not have a single, correct prescription.

*Difficulty: 1 Easy
Ivancevich - Chapter 02 #1*

2. Union procedures and requirements are elements of the internal environment and have a significant impact on HRM programs.
(p. 34)

FALSE

Government laws and regulations, union procedures and requirements, economic conditions, and the labor force are all external influences on HRM programs.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #2*

3. Equal employment opportunity and human rights legislation indirectly affects employee recruiting, selection, evaluation, and promotion.
(p. 34)

FALSE

Employee recruiting, selection, evaluation, and promotion are directly affected by equal employment opportunity and human rights legislation.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #3*

4. The amount of government regulation on HR practices and activities has remained relatively constant since the 1940s.
(p. 35)

FALSE

In 1940, the U.S. Dept. of Labor administered 18 regulatory programs; in 2010 it administered more than 180.

Difficulty: 2 Medium

5. Productivity measures are crude and subject to short-term error.
(p. 36)

TRUE

Difficulty: 2 Medium
Ivancevich - Chapter 02 #5

6. In general, private-sector and third-sector are structured similarly
(p. 37)

TRUE

Difficulty: 2 Medium
Ivancevich - Chapter 02 #6

7. Pressure groups influence the HR manager much more in the public sector than in private business.
(p. 37)

TRUE

Difficulty: 2 Medium
Ivancevich - Chapter 02 #7

8. At the macroeconomic level, the term advantage is defined as the degree to which a nation can produce goods and services that meet the test of international markets while simultaneously maintaining or expanding the real incomes of its citizens.
(p. 37)

FALSE

The correct term is competitiveness.

Difficulty: 2 Medium
Ivancevich - Chapter 02 #8

9. Companies must guard their HRM activities closely, otherwise the competition could duplicate their entire culture.
(p. 38)

FALSE

Certainly, a few HRM activities can be copied, but the imitation of an entire culture is extremely difficult.

Difficulty: 1 Easy
Ivancevich - Chapter 02 #9

10. The labor force of the United States comprises all people age 18 or older who are not in the military and who are employed or seeking work.
(p. 38)

FALSE

The labor force of the United States comprises all people age 16 or older who are not in the military and who are employed or seeking work.

*Difficulty: 3 Hard
Ivancevich - Chapter 02 #10*

11. On average, a highly qualified employee produces twice as much as a poorly qualified one.
(p. 38)

TRUE

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #11*

12. Benefit plans, which may amount to one-third of base compensation, are set up in such a way that it generally costs less to employ older people.
(p. 40)

FALSE

Generally, benefit plans are set up in such a way that it costs more to employ older people.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #12*

13. The physical location of the organization can have a significant impact on how HRM programs are used.
(p. 41)

TRUE

*Difficulty: 1 Easy
Ivancevich - Chapter 02 #13*

14. Organizational culture can have an impact on the behavior, productivity, and expectations of employees.
(p. 44)

TRUE

*Difficulty: 1 Easy
Ivancevich - Chapter 02 #14*

15. The health care industry has one of the lowest contingent worker growth rates.

(p. 53)

FALSE

The health care industry has one of the highest contingent worker growth rates.

Difficulty: 2 Medium

Ivancevich - Chapter 02 #15

16. _____ management is a process by which an organization works to determine what needs to be done to accomplish objectives, and how they will be achieved.

(p. 30)

- A.** Strategic
- B. Tactical
- C. Intuitive
- D. Selective

Difficulty: 2 Medium

Ivancevich - Chapter 02 #16

17. _____ HRM is defined as the development and implementation of human resource processes to enhance and facilitate the achievement of the organization's strategic objectives.

(p. 31)

- A.** Strategic
- B. Tactical
- C. Intuitive
- D. Selective

Difficulty: 2 Medium

Ivancevich - Chapter 02 #17

18. The letters in ARDM stand for:

(p. 32)

- A. Acquiring, rewarding, directing, maintaining
- B. Acquiring, routing, directing, monitoring
- C.** Acquiring, rewarding, developing, maintaining and protecting
- D. None of the choices are correct

Difficulty: 2 Medium

Ivancevich - Chapter 02 #18

19. The ARDM model considers _____.

(p. 32)

- A. internal environmental influences
- B. external environmental influences
- C. human resource processes
- D.** All of the choices are correct

Difficulty: 2 Medium
Ivancevich - Chapter 02 #19

20. Desirable end results within the ARDM model include _____.

(p. 32)

- A. socially responsible and ethical practices
- B. competitive, high quality products
- C. reduced union activities
- D.** Both A and B are correct

Difficulty: 2 Medium
Ivancevich - Chapter 02 #20

21. Why did many women decide to leave the accounting firm of Deloitte & Touche in the late 1980s?

(p. 33)

- A. Other companies paid higher wages
- B. To become housewives
- C. Because of rampant sexual harassment
- D.** Because they were precluded from advancement

Difficulty: 2 Medium
Ivancevich - Chapter 02 #21

22. Any solution that is implemented must be _____.

(p. 33)

- A. original
- B. systematic
- C. progressive
- D.** evaluated

Difficulty: 2 Medium
Ivancevich - Chapter 02 #22

23. The ARDM model calls for _____ review of each situation.

(p. 33)

- A. thorough
- B. timely
- C. systematic
- D.** All of the choices are correct

Difficulty: 2 Medium
Ivancevich - Chapter 02 #23

24. The ARDM model includes ____ specific steps to be taken by managers.

(p. 33)

- A. 3
- B.** 4
- C. 5
- D. 10

Difficulty: 1 Easy
Ivancevich - Chapter 02 #24

25. Most human resource problems have _____ correct prescription.

(p. 33)

- A. a single
- B. two
- C. a range of three to five
- D.** no single

Difficulty: 2 Medium
Ivancevich - Chapter 02 #25

26. Which of the following would not be considered an external environmental influence?

(p. 34)

- A. The labor force
- B. Union procedures
- C. Regulations
- D.** None of the above.

Difficulty: 2 Medium
Ivancevich - Chapter 02 #26

27. The government regulates and influences _____.

(p. 34)

- A.** some aspects of HRM more directly than others
- B. all aspects of HRM equally
- C. only EEO issues
- D. primarily compensation issues

Difficulty: 2 Medium
Ivancevich - Chapter 02 #27

28. Institutions that are museums, symphony orchestras, private schools and colleges, not-for-profit hospitals and nursing homes, and voluntary organizations such as churches and social clubs are considered to be in the _____.

(p. 37)

- A. second sector
- B.** third sector
- C. the "other sector"
- D. None of the above.

Difficulty: 2 Medium
Ivancevich - Chapter 02 #28

29. Which of the following is a cost associated with labor?

(p. 36)

- A. Salaries
- B. Bonuses
- C. Fringe benefits
- D.** All of the choices are correct

Difficulty: 1 Easy
Ivancevich - Chapter 02 #29

30. Workers from which of the following countries are the most productive in the world?

(p. 36)

- A. Asia
- B. Europe
- C.** The United States
- D. South America

Difficulty: 3 Hard
Ivancevich - Chapter 02 #30

31. Before productivity can be effectively managed and improved, it must be _____.

(p. 36)

- A. monitored
- B. measured**
- C. identified
- D. prioritized

Difficulty: 2 Medium
Ivancevich - Chapter 02 #31

32. All of the following were mentioned in the text as ways to increase productivity except:

(p. 36)

- A. Reducing government controls
- B. Developing favorable tax incentives to invest in new plants and equipment
- C. Reindustrializing an entire business-industrial complex
- D. Relocating to a less-industrialized nation**

Difficulty: 2 Medium
Ivancevich - Chapter 02 #32

33. _____ is defined as the degree to which a nation can, under free and fair market conditions, produce goods and services that meet the test of international markets while simultaneously maintaining or expanding the real incomes of its citizens.

(p. 37)

- A. Productivity
- B. Competitiveness**
- C. Expansion
- D. Trade balance

Difficulty: 2 Medium
Ivancevich - Chapter 02 #33

34. _____ is defined as having a superior marketplace position relative to competitors.

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- A. Competitiveness
- B. Competitive advantage**
- C. A Winning strategy
- D. Market dominance

Difficulty: 2 Medium
Ivancevich - Chapter 02 #34

35. In 2009, about _____ of the full-time U.S. workforce consisted of women.
(p. 39)

- A. 21 percent
- B. 47 percent**
- C. 70 percent
- D. 92 percent

Difficulty: 2 Medium
Ivancevich - Chapter 02 #35

36. Large numbers of _____ are employed in low-skill, low-paying jobs.
(p. 40)

- A. Hispanics
- B. African-Americans
- C. Native Americans
- D. All of the choices are correct**

Difficulty: 1 Easy
Ivancevich - Chapter 02 #36

37. According to Sally Heigesen, author of *Everyday Revolutionaries: Working Women and the Transformation of American Life*, the ultimate quest of working women is to:
(p. 39)

- A. Make the whole world homelike**
- B. Balance work and family life
- C. Achieve equal footing with men
- D. Perform better than expected

Difficulty: 2 Medium
Ivancevich - Chapter 02 #37

38. _____ may be less efficient on jobs requiring quick physical response rates.
(p. 40)

- A. Men
- B. Women
- C. Older workers**
- D. Younger workers

Difficulty: 2 Medium
Ivancevich - Chapter 02 #38

39. Which of the following occupations is expected to have the fastest employment growth from 2008 to 2011?
(p. 41)

- A. Software engineers
- B. Home health aides
- C. Dental hygienists
- D.** Network systems/data communications analysts

Difficulty: 3 Hard
Ivancevich - Chapter 02 #39

40. Which of the following is considered a fully developed nation?
(p. 42)

- A.** Australia
- B. Spain
- C. India
- D. Mexico

Difficulty: 2 Medium
Ivancevich - Chapter 02 #40

41. A(n) _____ indicates what an organization's key executives hope to accomplish in the long run.
(p. 42)

- A. decree
- B.** strategy
- C. doctrine
- D. goal

Difficulty: 3 Hard
Ivancevich - Chapter 02 #41

42. Apple Computer's early success was due to high alignment of its strategy with all of the following except:

- A. Its structure
- B. Its people
- C. Its management
- D.** The strategy of its primary competitor

Difficulty: 2 Medium
Ivancevich - Chapter 02 #42

43. A study found that employees with more supportive work places are more likely than other workers to have:

(p. 43)

- A. Higher levels of job satisfaction
- B. More commitment to their companies
- C. A stronger intention to remain with their companies
- D.** All of the choices are correct

Difficulty: 1 Easy
Ivancevich - Chapter 02 #43

44. Diversity refers to any mixture of themes characterized by _____

(p. 44)

- A. EEOC definition race only
- B. individual differences
- C.** differences and similarities
- D. Race, creed and color

Difficulty: 2 Medium
Ivancevich - Chapter 02 #44

45. Workers who plan, decide, and solve problems using databases, computer programs, and other technology-driven information sources are called _____.

(p. 45)

- A.** knowledge workers
- B. information specialists
- C. computer nerds
- D. technical specialists

Difficulty: 2 Medium
Ivancevich - Chapter 02 #45

46. _____ refers to a system of shared meaning held by members that distinguishes the organization from other organizations.

(p. 44)

- A. Organizational concern
- B. Organizational character
- C.** Organizational Culture
- D. Organizational Structure

Difficulty: 2 Medium
Ivancevich - Chapter 02 #46

47. _____ for the development of human resources

(p. 44)

- A. The "Learning" culture is best
- B. An internally focused culture is best
- C. The "J" culture is best
- D.** There is no best culture

Difficulty: 2 Medium
Ivancevich - Chapter 02 #47

48. The feeling of completing a whole job as opposed to contributing to only a portion of a job, is its _____.

(p. 45)

- A. autonomy
- B. empowerment
- C.** task identity
- D. culture

Difficulty: 2 Medium
Ivancevich - Chapter 02 #48

49. Once a person joins an organization, his or her experiences are largely influenced by:

(p. 46)

- A.** The work group
- B. Monetary compensation
- C. Training
- D. Repetition

Difficulty: 2 Medium
Ivancevich - Chapter 02 #49

50. The degree to which a worker can complete his or her job task because he or she has information, knowledge, and power is called _____.

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- A. degree of autonomy
- B.** degree of empowerment
- C. task completion
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Difficulty: 2 Medium
Ivancevich - Chapter 02 #50

51. Effective groups generally have all of the following except:

(p. 46)

- A. Stable membership
- B. Members with similar backgrounds
- C. Dictatorial leaders
- D. Persons who depend on the group to satisfy their needs

Difficulty: 2 Medium
Ivancevich - Chapter 02 #51

52. Leaders must orchestrate the distinctive _____ and motives of individuals.

(p. 46)

- A. Skills
- B. experiences
- C. personalities
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Ivancevich - Chapter 02 #52

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- A. Strategic
- B. Managerial
- C. Directional
- D. Operational

Difficulty: 2 Medium
Ivancevich - Chapter 02 #53

54. The three levels of strategy are: _____.

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Difficulty: 2 Medium
Ivancevich - Chapter 02 #54

55. Which of the following would be considered an operational (short term) HR activity?

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- A. Examining labor force trends
- B. Preparing staffing plans**
- C. Developing a recruitment marketing plan
- D. Establishing a reward system that is linked to strategic goals

Difficulty: 3 Hard
Ivancevich - Chapter 02 #55

56. A well-designed organizational strategic plan permits the HR department to be better prepared to cope with changes in _____.

(p. 47)

- A. the internal environment
- B. the extended environment
- C. the external environment
- D. both the internal and the external environments**

Difficulty: 2 Medium
Ivancevich - Chapter 02 #56

57. _____ is dissolving borders and creating an interconnected, global marketplace.

(p. 48)

- A. Knowledge
- B. Innovation
- C. Technology**
- D. Industrialization

Difficulty: 2 Medium
Ivancevich - Chapter 02 #57

58. _____ made it easier for women to raise a family and also begin a productive career.

(p. 50)

- A. Better educational opportunities
- B. A shorter standard workweek
- C. A shortage of workers
- D. High quality day care**

Difficulty: 2 Medium
Ivancevich - Chapter 02 #58

59. How did United Airlines spark an increase in Spanish-speaking travelers?

(p. 50)

- A. They increased advertising in South America
- B. They installed a Spanish-language telephone reservation line**
- C. They used Spanish models in their advertisements
- D. They added Spanish food items to the menu

Difficulty: 2 Medium
Ivancevich - Chapter 02 #59

60. A part time employee generally works _____ hours or less per week.

(p. 53)

- A. 40
- B. 35
- C. 25
- D. 20**

Difficulty: 2 Medium
Ivancevich - Chapter 02 #60

61. Downsizing in US manufacturing _____.

(p. 53)

- A. is the direct result of NAFTA.
- B. has been a relatively new phenomena
- C. did not happen until China was granted "most favored nation" status
- D. is nothing new and has been happening since 1967.**

Difficulty: 2 Medium
Ivancevich - Chapter 02 #61

62. The two general classifications of workers are _____.

(p. 53)

- A. full-time management and part-time workers
- B. full-time employees and contingent workers**
- C. professional employees and staff workers
- D. permanent and contract

Difficulty: 2 Medium
Ivancevich - Chapter 02 #62

63. _____ means changing the reporting and authority relationships within a firm.

(p. 53)

- A. Downsizing
- B. Reengineering
- C. Restructuring**
- D. Rightsizing

Difficulty: 2 Medium
Ivancevich - Chapter 02 #63

64. _____ is a term used to designate a reduction in a company's workforce.

(p. 53)

- A. Downsizing**
- B. Reengineering
- C. Restructuring
- D. Reallocation

Difficulty: 1 Easy
Ivancevich - Chapter 02 #64

65. Which of the following is the result of genetic factors and is rarely subject to change through training?

(p. 54)

- A. Finger dexterity**
- B. Interpersonal skills
- C. Leadership skills
- D. Both A and B are correct.

Difficulty: 2 Medium
Ivancevich - Chapter 02 #65

66. People are motivated by powerful emotional forces, and work provides an opportunity for the expression of both _____ and pleasure-seeking drives.

(p. 54)

- A. regressive
- B. aggressive**
- C. passion
- D. self-worth

Difficulty: 2 Medium
Ivancevich - Chapter 02 #66

67. _____ is the set of attitudes that predisposes a person to act in a specific goal-directed way.
(p. 54)

- A. Motivation
- B. Perception
- C. Personality
- D. Conviction

Difficulty: 2 Medium
Ivancevich - Chapter 02 #67

68. _____ is concerned with those attitudes that channel a person's behavior toward work and away from recreation or other areas of life.
(p. 54)

- A. "G" motivation
- B. Organizational Motivation
- C. Work motivation
- D. Workforce motivation

Difficulty: 2 Medium
Ivancevich - Chapter 02 #68

69. _____ is the characteristic way a person thinks and behaves in adjusting to his or her environment.
(p. 55)

- A. Motivation
- B. Perception
- C. Personality
- D. All of the choices are correct

Difficulty: 2 Medium
Ivancevich - Chapter 02 #69

70. Each person is unique and acts and thinks in a certain way because of:
(p. 55)

- A. Personality
- B. Abilities
- C. Attitudes and preferences
- D. All of the choices are correct

Difficulty: 1 Easy
Ivancevich - Chapter 02 #70

71. The ARDM model includes four specific steps to be taken by managers. What are they?
(p. 35)

Diagnosis, prescription, implementation, and evaluation

Difficulty: 2 Medium
Ivancevich - Chapter 02 #71

72. Why does regulation encourage simplistic thinking on complicated issues?
(p. 36)

Because small enterprises are treated like large ones and different industries are regulated alike.

Difficulty: 2 Medium
Ivancevich - Chapter 02 #72

73. Briefly describe how unions in the United States have changed.
(p. 37)

At one time, unions were concentrated in the private sector of the economy (e.g., mining and manufacturing), and were influential in only a few sections of the United States, primarily the highly industrialized areas. But the fastest-growing sectors for unions in the United States are the public sector and the third sector. It is no longer useful to think of the unionized employee as a blue-collar factory worker. Engineers, nurses, teachers, secretaries, salespersons, college professors, professional football players, and even physicians belong to unions. In sum, unions often play a significant role in HRM programs.

Difficulty: 2 Medium
Ivancevich - Chapter 02 #73

74. Provide three examples of institutions that would be classified as in the third sector.
(p. 37)

Students may provide examples like the following: museums, symphony orchestras, private schools and colleges, not-for-profit hospitals and nursing homes, and voluntary organizations such as churches and social clubs.

Difficulty: 3 Hard
Ivancevich - Chapter 02 #74

75. How does geography influence hiring?

(p. 47)

The location of the organization influences the kinds of people it hires and the HRM activities it conducts. A hospital, plant, university, or government bureau located in a rural area confronts different conditions than one located in an urban area. For example, the workforce in a rural area might be more willing to accept a bureaucratic organization style. Recruiting and selection in rural areas will be different in that there may be fewer applicants. Yet the organization may find a larger proportion of hireable workers ingrained with the work ethic.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #75*

76. What does symbolic egalitarianism mean?

(p. 38)

It means giving employees equal treatment, specifically by eliminating such "perks" as executive dining rooms and reserved parking spaces.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #76*

77. Identify two benefits of paying wages that are higher than required by the market.

(p. 38)

Any two of the following: (1) attracts better qualified applicants, (2) reduces turnover, (3) sends a message that the firm values its employees.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #77*

78. Name a method by which an organization can give employees an ownership interest in the organization.

(p. 38)

The organization can allow employees to purchase company stock or establish a profit-sharing program.

*Difficulty: 3 Hard
Ivancevich - Chapter 02 #78*

79. Why may the goals of the organization differ within and among departments?

(p. 43)

The goals of organizations differ within and among departments. All departments probably have goals that include employee satisfaction, survival, and adaptability to change. The differences arise in the importance the decision makers place on the different goals. In some organizations, profit is of such major importance that other goals, such as increased employee satisfaction, are not well developed.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #79*

80. What is meant by strategy?

(p. 42)

A strategy indicates what an organization's key executives hope to accomplish in the long run. As a plan, a strategy takes the firm into the area of competition in the environment and into alignment with the resources of the firm.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #80*

81. How did Aetna Life & Casualty halve the rate of resignations among the new mothers in its workforce?

(p. 43)

By extending unpaid parental leave to six months.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #81*

82. What are the four stages of product development?

(p. 48)

Conception, design, development, and manufacturing.

*Difficulty: 3 Hard
Ivancevich - Chapter 02 #82*

83. What types of employees are considered contingent workers?

(p. 53)

Contingent employees are generally everyone except the employees on the company payroll, including temporaries, part-timers, contract or leased workers, and other individuals who are hired to handle extra jobs tasks or workloads.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #83*

84. Are restructuring and downsizing the same?

(p. 53)

Restructuring means changing the reporting and authority relationships within a firm. Downsizing is a term used to designate a reduction in a company's workforce.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #84*

85. Union organization efforts might gain a foothold at Microsoft. Why?

(p. 54)

Union organization efforts might gain a foothold at Microsoft because they employ over 6,000 temporary employees, who have expressed feelings of being treated as second-class citizens, because they are excluded from the benefits and stock option plan that its regular workers enjoy.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #85*

86. Identify five HRM activities, policies, or programs that are influenced by federal regulations.

(p. 34)

Any five of the following: Hiring, promotion, managing diversity, performance evaluation, downsizing, discipline, recruitment, orientation, career planning, training, compensation, benefits, privacy, safety, and collective bargaining.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #86*

87. What are the educational and behavioral factors that an HR manager must consider when staffing a division in a new geographic location?
(p. 41)

When staffing in a new geographic location, an HR manager must consider the number of skilled employees available, attitudes toward education, literacy level, available educational facilities, and attitudes toward wealth and profits, managerial roles, and authority.

Difficulty: 3 Hard
Ivancevich - Chapter 02 #87

88. Third-world nations are often the most difficult to work in. Why?
(p. 42)

Third-world nations are difficult to work in because of significant constraints in terms of education, economic system, political structure, and the general infrastructure. In other words, the population is often poorly educated, the financial system is chaotic, the dominant political party may change without notice, and there are few (or poor) roads and communication systems.

Difficulty: 2 Medium
Ivancevich - Chapter 02 #88

89. Which of these work-life balance programs would most appeal to you today, and why? What about 10 years from now?
(p. 43)

Answers may include the following: a. child care at or near the worksite b. Sick care for children and employee c. On-site summer camp d. Concierge services to assist with a wide variety of errands, from dry cleaning to making dinner reservations e. Flexible work schedule

Difficulty: 1 Easy
Ivancevich - Chapter 02 #89

90. Describe your impression of the culture of an organization or group to which you have belonged, or for which you have worked. Be sure to explain both the positive and negative aspects of the culture, and the effect that it had on you as a person.

(p. 44)

Student answers will vary.

*Difficulty: 2 Medium
Ivancevich - Chapter 02 #90*

c2 Summary

<u>Category</u>	<u># of Questions</u>
Difficulty: 1 Easy	11
Difficulty: 2 Medium	70
Difficulty: 3 Hard	9
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