

Wärnich et al

Human Resource Management in South Africa/5e

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Human Resources and Technology

chp02

MULTIPLE CHOICE QUESTIONS

1 What does the abbreviation HRIS stand for?

- 1 Human Resources Information System
- 2 Human Resources Incoming Site
- 3 Human Resources Internal System
- 4 Human Resources Information Space

Correct option: 1

Reference: Introductory section of Chapter 2

2 Sophisticated HRIS keep track of employee information, such as who's doing what jobs and where, what they are paid and what training they have already had. The HRIS can be accessed in a number of ways, and these usually require a username and password. Which of the following are ways in which the HRIS can be accessed?

- a Intranet, using web-based methods by operating purely within one organisation
- b Email boxes
- c Extranets, encompassing two or more organisations also via the web

- d Portals, offering links to internal information and services but also accessing the World Wide Web through the internet
- e Applications (or Apps) on tablets or other devices
- f Blogs and social media

1 a, b, c and e

2 c, d, e and f

3 a, c, d and e

4 b, c, e and f

Correct option: 3

Reference: Introductory section of Chapter 2

3 The University of Gauteng operates with a(n) _____; which is an organisational network that operates over the internet and access to this is limited to those who have a login and password. It connects the University's employees to each other and to information and knowledge within the organisation, and also serves as an information hub for the entire organisation.

1 Extranet

2 Intranet

3 HR portal

4 Internet

Correct option: 2

Reference: Section 2.1

4 The _____ is a system used to acquire, store, manipulate, analyse, retrieve and distribute information regarding an organisation's human resources. It maintains employee, organisational and HR data sufficient to support most, if not all of the HR functions depending on the various modules installed.

- 1 Human Resources Information System
- 2 Extranet
- 3 Intranet
- 4 HR portal application

Correct option: 1

Reference: Section 2.2

5 Which of the following functions are NOT human resource functions which are usually included in the scope of an HRIS?

- 1 compensation and benefits
- 2 training and development
- 3 performance management
- 4 disciplinary management

Correct option: 4

Reference: Section 2.2.1

6 You are the HR manager of Intrata, a large managerial consulting company. You have made an appointment with the CEO, Mr Neethling, to discuss the possibility of implementing an HRIS in the organisation. You must go prepared with all the benefits of an HRIS, as you are aware that Mr Neethling is old school and like things "on paper". Which of the following are some important benefits of an HRIS that you can point out to Mr Neethling?

- a Improves the quality of information
- b Reduces the administrative burden

- c Improves the speed and accessibility of information
- d Reduces the number and variety of HR related reports
- e Improves the services to clients and client satisfaction

- 1 a, c and e
- 2 c, d and e
- 3 a, b and c
- 4 b, c and d

Correct option: 3

Reference: Section 2.3

7 The following are all _____ components of an HRIS: a central processing unit (CPU) that executes the program instructions so that the data can be read, stored, written or otherwise processed, input devices such as scanners and keyboard, communication devices such as modems, storage devices such as CD-ROM, DVDs, hard-drives, external hard drives, USB enabled devices, flash disks or memory sticks and output devices such as printers and plotters.

- 1 Software
- 2 Hardware
- 3 Data
- 4 Input

Correct option: 2

Reference: Section 2.4.1

8 Michael is an IT programmer who works in the HR department on the _____ component of the organisation's HRIS. He develops and improves the set of programmes used to operate the HRIS.

- 1 Software
- 2 Hardware
- 3 Data
- 4 Input

Correct option: 1

Reference: Section 2.4.2

9 _____ such as employees' names and surnames, identity numbers, contact details, their medical aid details, qualifications, skills and experience as well as their compensation and also performance ratings; forms an essential component of an HRIS, as it is used to solve HR problems.

- 1 Information
- 2 Statistics
- 3 Data
- 4 Figures

Correct option: 3

Reference: Section 2.4.3

10 Lerato is a newly appointed HR officer in Rexus Nexis, a publishing company. She is concerned because there is no HRIS in the company and asks you, the HR manager, why that is the case. There are several reasons why Rexus Nexis has not successfully implemented an HRIS. Which of the following are common reasons for the slow introduction of computer-based systems and technology in organisation, such as Rexus Nexis?

- a Lack of support by top management

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- b Satisfaction with the status quo
- c Defensiveness about revealing HR operations
- d Lack of financial support
- e Poor or incomplete needs analysis

- 1 a, b, c and e
- 2 a, b and d
- 3 b, c, d and e
- 4 c, d and e

Correct option: 1

Reference: Section 2.6

11 Mumtaz is the owner of HR Inc., a recruitment agency. Mumtaz, together with an IT specialist, is in the process of developing a HRIS specifically for HR Inc. The most important function that the HRIS should be able to do is to track candidates and their resumes to help match candidates on file to the prerequisites for open jobs. Which HRIS database module should be included in HR Inc's HRIS?

- 1 Training and development module
- 2 Position control module
- 3 Applicant-tracking module
- 4 Human resource planning module

Correct option: 3

Reference: Section 2.9.2

12 Which three HRIS database modules would be necessary to include in an organisation's HRIS if they require information about employees' training and
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development needs; future labour supply and demand, as well as the skills levels within the organisation?

- a Applicant-tracking module
- b Training and development module
- c Position control module
- d Wage and salary administration module
- e Human resource planning module
- f Skills inventory module

1 a, b and f

2 b, e and f

3 c, e and f

4 b, c and e

Correct option: 2

Reference: Section 2.9

13 This HRIS database module is the cornerstone of the basic information to be found in the system. It includes information such as the name, identity number, date of entry, job classification, location, job specifications and descriptions, salary comparison data, address, telephone numbers, family particulars and other basic information required by the organisation. This module can be used to support, among other things, headcount statistics, turnover analysis, salary administration and appraisal reviews. Which module is described here?

- 1 Succession planning module
- 2 Basic employee module
- 3 Labour relations module
- 4 Time and attendance module

Correct option: 2

Reference: Section 2.9.13

14 Which of the following is NOT a reason why HRIS often fail in organisations?

- 1 There is a lack of management commitment and resources, and inadequate numbers of personnel are made available for the project
- 2 As a result of political intrigue, conflict and hidden agendas, the project is set up for failure
- 3 A project team is not assigned for the duration of the project. It is important that the core project team stays with the project from the beginning to its implementation
- 4 Incorrect decisions are made and results in insufficient funding for the implementation of an HRIS

Correct option: 4

Reference: Section 2.10

15 The two main approaches to securing the integrity of HR data is controlling access and _____.

- 1 security technology
- 2 net nanny
- 3 security database
- 4 controlling technology

Correct option: 1

Reference: Section 2.12

16 Miranda is part of a team of graphic designers who all work from home. They make use of _____ through software services on demand that are fully managed by a provider via the Web with no software or hardware to install; where they each store their designs on a central web based platform and they all have access to it.

- 1 Assistive devices
- 2 Cloud computing
- 3 Gamification
- 4 HR dashboards

Correct option: 2

Reference: Section 2.13

17 ABC Trading is a large organisation and its HRIS is equipped with _____, which is visual displays of various HR metrics that are available after the mere click of a button/icon.

- 1 Assistive devices
- 2 Cloud computing
- 3 Gamification
- 4 HR dashboards

Correct option: 4

Reference: Section 2.13

18 Mary is a skills management officer of a company with various branches all over the world. She has decided to explore the use of the Web/HRIS, social media, Skype or other technology, social learning and e-learning for _____, as opposed to everyone having to attend sessions in one place.

- 1 Performance management

- 2 Succession planning
- 3 Training, development and learning
- 4 Talent management

Correct option: 3

Reference: Section 2.13

19 A number of phases are involved in the project management of an HRIS:



Please refer to the options below and choose the option that reflects the correct missing words in the steps above.

- 1 (a) identify the tasks that must be performed; (b) project closeout
- 2 (a) financial planning; (b) project evaluation
- 3 (a) identify the objectives; (b) project closure
- 4 (a) operational planning (b) project evaluation

Correct option: 1

Reference: Section 2.11 – Figure 2.5

20 During phase three (project execution) of the project management of an HRIS; five factors are assessed. Which of the following is NOT one of these factors?

- a Schedule
- b Budget
- c Open issues
- d Risks
- e Operations

1 a

2 b

3 c

4 e

Correct option: 4

Reference: Section 2.11 – Figure 2.5

21 The information most useful for HR managers on the internet can be classified into two broad categories: (1) conversational resources and (2) _____.

- 1 biographical resources
- 2 reference resources
- 3 verification resources
- 4 professional resources

Correct option: 2

Reference: Section 2.1

22 Annah is an HR manager for an international graphical designing company. She uses the internet a lot, especially for _____ resources whereby all employees are able to have discussions with each other anywhere in the world.

- 1 conversational
- 2 reference
- 3 verification
- 4 professional

Correct option: 1

Reference: Section 2.1

23 Ask Dynamics: Market Researchers is a large organisation which uses the internet a lot in their work. They make use of _____ resources for which they utilise the World Wide Web (www or Web) to make use of hypertext language (HTML) to transfer text, sound, graphics or video for their research purposes.

- 1 conversational
- 2 reference
- 3 research
- 4 professional

Correct option: 2

Reference: Section 2.1

24 Which of the following is NOT an HR application often used in organisation by its employees?

- 1 Intranet
- 2 Extranet
- 3 Social media applications
- 4 HR portal applications

Correct option: 3

Reference: Section 2.1

25 The _____ of the HRIS normally consist of employee information, company policies and procedures and other HR-related information that is entered into the system in order to be used.

- 1 outputs
- 2 data
- 3 portals
- 4 inputs

Correct option: 4

Reference: Section 2.2.1

26 The _____ of the HRIS of the company, “Making BBBEE Easy”; is the employee information, company policies and procedures and other HR-related information that is entered into the system in order to be used.

- 1 outputs
- 2 data
- 3 portals

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4 inputs

Correct option: 1

Reference: Section 2.2.1

27 Besides having knowledge of the latest trends and developments in human resource management, the HR professional working in an HRIS function must also possess a number of other skills and capabilities. Which of the following are some of these important skills and capabilities?

- a Management skills in designing and justifying an HRIS
- b Knowledge of the technical language that programmers use
- c Analytical skills that will enable them to identify the specific HRIS needs for the system and end-users
- d Good writing and editing skills
- e Computer skills in understanding the interface between computer technology and HR functions
- f An understanding of the background and history of the HRIS field

- 1 a, b, c and d
- 2 a, b, c and e
- 3 c, d, e and f
- 4 a, c, d and f

Correct option: 2

Reference: Section 2.7

28 The _____ module of an HRIS is used for the following purposes:

- Administering salary plans;

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- Tracking and controlling various incentives;
- Bonus, commission plans;
- Participating in outside surveys;
- Handling stock purchase and/or stock option plans.

- 1 position control
- 2 performance management
- 3 wage and salary administration module
- 4 human resource planning module

Correct option: 3

Reference: Section 2.9.4

29 Lerato is the Industrial Relations manager of a medium sized factory. She uses the _____ module of the factory's HRIS to document employment relations related matters and to keep record of disciplinary matters. Further she uses this module for the purpose of documenting grievances and dismissals and for ensuring compliance to the correct procedures, policies and Acts.

- 1 labour relations
- 2 human resource planning
- 3 position control
- 4 applicant-tracking

Correct option: 1

Reference: Section 2.9.8

30 Macy is the HR officer in Africa Bank and she is responsible for orientation of new employees. She uses the _____ module of Africa Bank's HRIS to ensure that new employees have all the required information, access to additional information and that they get exposure to the necessary matters. This modules assists Macy in providing the required information and also to keep track of what has already been communicated and provided.

- 1 applicant tracking
- 2 basic employee
- 3 human resource planning
- 4 onboarding