

## Quiz Ch. 16

### Multiple Choice

Identify the choice that best completes the statement or answers the question.

1. Investment in \_\_\_\_\_ is the largest investment for many firms.
  - a) accounts payable
  - b) cash equivalents
  - c) human resources
  - d) legal advice
2. The core goal of human resource management is to
  - a) minimize labor costs.
  - b) get the highest possible return on their investment in human resources.
  - c) balance the internal and external recruitment of employees to ensure the best mix of human resources.
  - d) satisfy all federal regulatory requirements that cover workforce issues.
3. Which of the following statements is most consistent with the human resource philosophy of Southwest Airlines?
  - a) Paying workers high wages is the only way to ensure outstanding performance.
  - b) An effective human resource strategy must be developed with the cooperation of labor unions.
  - c) Putting workers first and treating them right can be an effective way to boost profits and build shareholder value.
  - d) The human resources department has the organization's most challenging job—to come up with ways to keep labor costs low while keeping employee morale high.
4. The gap between average CEO pay and average worker pay has \_\_\_\_\_ since 1980
  - a) remained remarkably constant
  - b) dropped significantly
  - c) increased slightly
  - d) increased dramatically
5. In today's economy, flexibility in work schedules is desired
  - a) across all ages and by both men and women.
  - b) mainly by young women.
  - c) mainly by older workers (both men and women).
  - d) mainly by older men.
6. All of the following are major challenges faced by human resource managers EXCEPT
  - a) looming massive retirements by workers in the baby boom generation.
  - b) a lack of well-defined legal standards to guide the behavior of employers toward their employees.
  - c) a desire among all types of workers for more flexibility in their working arrangements.
  - d) a brain drain as women leave the labor force in response to discrimination and unfriendly work environments.
7. When it comes to dealing with the aging of the baby boom situation most human resource managers report that they
  - a) have encouraged members of this generation to take early retirement since they represent surplus labor.
  - b) have done little or nothing to retain these older workers even though their retirement may result in the loss of talented and experienced employees.
  - c) have created comprehensive programs, complete with special perks and pay raises, that are designed to encourage these workers to remain employed until age 72 or older.
  - d) have supported a proposed new government policy to raise the retirement age to 70.
8. Alejandro is a human resources manager at a mid-sized corporation. Many of his company's key employees are members of the baby boom generation. Which of the following challenges is Alejandro most likely to face in the coming years due to this situation?

- a) The company is likely to face the loss of key personnel as more of these individuals retire.
  - b) These workers are unlikely to have much loyalty to the company.
  - c) Workers in this generation tend to be more litigious than workers in other generations, so Alejandro should be prepared for one or more lawsuits.
  - d) Baby boomers tend to have an unprecedented sense of entitlement, so they will expect pay raises and other perks even if they haven't really earned them.
9. The specific qualifications necessary to hold a particular position are presented in
- a) a performance appraisal.
  - b) a job specification.
  - c) apprenticeships.
  - d) a job description.
10. \_\_\_\_\_ is the process of seeking employees who are currently within the company to fill open positions.
- a) Orientation
  - b) Probationary period
  - c) Internal recruitment
  - d) On-the-job training
11. \_\_\_\_\_ is the first step in the training and development process, designed to introduce employees to the company culture.
- a) Orientation
  - b) Vestibule training
  - c) Employment simulation
  - d) Job shadowing
12. \_\_\_\_\_ are training programs that mandate each beginner serve as an assistant to a fully trained worker before gaining full credentials to work in the field.
- a) Job descriptions
  - b) Apprenticeships
  - c) Recruitment
  - d) Job analysis
13. A \_\_\_\_\_ requires managers to give their subordinates feedback on a one-to-one basis, typically by comparing actual results to expected results.
- a) job analysis
  - b) performance appraisal
  - c) value stream map
  - d) job scorecard meeting
14. Firms that use internal recruitment to fill job openings are likely to benefit in all of the following ways EXCEPT that
- a) it will boost morale of existing workers.
  - b) it is less expensive than external recruiting.
  - c) it ensures that a highly qualified individual will get the job.
  - d) firms have more knowledge about the track record of internal employees.
15. When it comes to references and background checks, most of today's employers
- a) employ rigorous techniques to ensure they find out about any potential problems before they hire a candidate.
  - b) have found that less than 5% of job applicants misrepresent their past accomplishments.
  - c) don't thoroughly check the qualifications of most candidates despite the high risks associated with hiring dishonest or unethical employees.
  - d) have found that the cost of such checks tends to far outweigh the potential benefits.
16. \_\_\_\_\_ include compensation such as health insurance, sick leave, and childcare or eldercare programs offered to an employer's workers.
- a) salaries.
  - b) commissions.
  - c) benefits.
  - d) bonuses.
17. Social Security and Medicare contributions are
- a) legally mandated benefits.
  - b) the only benefits most socially responsible firms pay to their employees.
  - c) paid entirely by employees rather than by employers.
  - d) are projected to become less expensive to employers every year because of recent changes in federal tax laws.

18. Carnegie Mellon suggests that the most significant reason women make less money than men in the same occupation is that
- men tend to seek work in major corporations while women tend to work in smaller companies.
  - men tend to be more willing to negotiate over issues of salary.
  - fewer women belong to labor unions.
  - women leave the workforce to care for family members.
19. Kalrye Manufacturing has found that putting inexperienced workers on an assembly line slows down other workers and results in a significant increase in errors and a decline in quality. Which of the following techniques could Kalrye use to give new workers experience using real assembly line machinery without having them actually work on a real assembly line?
- apprenticeships.
  - virtual reality modules.
  - latch-key training.
  - vestibule training.
20. The Fair Labor Standards Act of 1938 established a minimum wage and overtime pay for employees working
- less than 40 hours a week.
  - more than 37.5 hours a week.
  - less than 37.5 hours a week.
  - more than 40 hours a week.
21. The \_\_\_\_\_ required firms with 50 or more employees to provide up to 12 weeks of job-secure unpaid leave for the birth or adoption of a child or the serious illness of a child, spouse or parent.
- Job Security Act of 1967
  - Family Medical Leave Act of 1993
  - Temporary Medical Hardship Act of 2003
  - Family Welfare Protection Act of 1989
22. The \_\_\_\_\_ prohibited discrimination in hiring, promotion, and compensation against people with disabilities and required employers to make "reasonable" accommodations for them.
- Disability Rights Act of 1983
  - Occupational Accommodations Act of 1887
  - Fair Work Environment Act of 1988
  - Americans with Disabilities Act of 1990
23. Which of the following statements is false?
- HR managers establish the minimum wages a company can pay employees.
  - HR managers reprimand employees who knowingly commit unjust hiring practices.
  - HR managers hire consultants to help enforce employment legislation within the company, when necessary.
  - HR managers educate workers on legal practices and offer corrective measures if something illegal occurs.
24. Jill Grant has just discovered that friend and co-worker Jim Donahue is paid a higher hourly wage than she receives despite the fact that they are equally qualified and perform exactly the same type of job. It appears that their firm may be
- violating the Equal Pay Act of 1963.
  - basing its pay on non-job related factors, which is perfectly legal.
  - in violation of the Fair Labor Standards Act of 1938.
  - offering the two employees a cafeteria-style pay system.
25. James Greer is a 57-year-old accountant who has worked for the same large firm for almost 30 years. His yearly evaluations always show high performance. Despite this, his young new boss recently called him into his office and let him know that his last day of work will be at the end of the month, explaining that he preferred to work with employees closer to his own age. James noted that the firm posted increased profits this past year and viewed his boss's actions as unfair, so he decided to make an appointment with the HR director. The HR director would probably inform James that the new boss
- was out of line because under the Fair Labor Standards Act any age-related layoffs require that the employees be given at least six months notice.
  - was out of line because federal law

prevents employers from discriminating against workers 40 years of age or older on the basis of hiring, firing, compensation, and other conditions of employment.

- c) has every right to hire whomever he wants to work in his department, but that federal law requires the firm to offer James employment in other departments if any are available for which he is qualified.
- d) should probably have used "softer words" when letting him know, but the Equal Opportunity Employment Commission almost always supports the employer's right to hire and fire whomever they want.

