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Question #1 *Topic 1*

Which of the following is most useful in developing a performance management system?

A. Job analysis

B. Job enlargement

C. Job enhancement

D. Job evaluation

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #2 *Topic 1*

What is the best way to ensure an employee recognition program is meaningful?

A. Deliver the recognition in public.

B. Give a monetary recognition award.

C. State why the recognition has been given.

D. Communicate the recognition through a senior manager

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #3 *Topic 1*

The process of breaking down job responsibilities into parts to enable employees to gain proficiency in doing repetitive tasks is known as job:

A. enrichment.

B. adjustment.

C. simplification.

D. classification.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #4 *Topic 1*

The most effective method to fill open positions is to:

A. post vacancies on the internet.

B. use an external recruitment company.

C. post an advertisement in a newspaper.

D. use employees to refer outside talent.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #5 *Topic 1*

Which of the following is a reflection of positive brand promotion by employees?

A. Increase in number of referrals

B. Reduction in employee absence

C. Decrease in time-to-fill vacant positions

D. Positive feedback during exit interviews

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #6 *Topic 1*

Which of the following is the best program to support work-life balance?

A. Employee engagement

B. Paid sabbatical

C. Flexible hours

D. Employee Assistance Program (EAP)

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #7 *Topic 1*

Which of the following actions most effectively facilitate the creation of a new workforce strategy? (Choose two.)

A. Obtain leadership buy-in

B. Engage external consultant

C. Redesign business strategy

D. Conduct an employee survey

E. Encourage stakeholder participation

Suggested Answer: *A, E*

Currently there are no comments in this discussion, be the first to comment!

Question #8 *Topic 1*

Which of the following are benefits of an ethnocentric staffing orientation? (Choose two.)

A. Ease of sharing parent organization values

B. Increased diversity at top management level

C. Strong employee commitment and motivation

D. High degree of control and knowledge transfer

E. Better understanding of local markets and customers

Suggested Answer: *A, D*

Currently there are no comments in this discussion, be the first to comment!

Question #9 *Topic 1*

Which of the following is most effective in helping employers to improve their talent management practices?

A. Recognizing employees' abilities equally

B. Designing a thorough training system

C. Making development a priority for the organization

D. Changing the competencies and performance standards

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #10 *Topic 1*

An HR manager for a global organization would like to do random drug and alcohol testing at one of their plant locations due to increasing safety concerns. What needs to be considered before implementing the test?

A. Schedule testing for employees with the most safety issues first.

B. Consult with supervisors to make sure they approve of the testing.

C. Develop a global policy on random drug and alcohol testing at plant locations.

D. Check employment and human rights laws to ensure testing is legal in the region.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #11 *Topic 1*

Characteristics of successful corporate social responsibility initiatives include:

A. modifying the performance reviews to include new competencies.

B. identifying line employees in the selection of the initiatives.

C. market analysis of customer acceptance of corporate sponsorship.

D. benefits to the organization's long-term financial performance.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #12 *Topic 1*

An HR manager collected the following information regarding recruitment sources:

What is the most cost effective source for recruitment?

Source	Number of Applications	Number of hires	Cost
Newspaper Ads	100	10	$400
Company Website	300	30	$200
Career Fair	600	45	$800
Open House	200	8	$400

A. Newspaper ads

B. Career fairs

C. Company website

D. Open houses

Suggested Answer: *C*
Company website has the lowest cost per hire: $200 ÷ 30, about $6.67.

Currently there are no comments in this discussion, be the first to comment!

Question #13 *Topic 1*

A manufacturing organization has a large number of repetitive movement injuries among older workers. Which of the following is the best way to address the issue?

A. Ergonomics

B. Job transfers

C. Telecommuting

D. Early retirement

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #14 *Topic 1*

When communicating a total rewards program, the HR department should:

A. guarantee senior leadership support.

B. distribute information quickly and at a low cost.

C. reinforce corporate philosophy, culture, and values.

D. send the message to all employees at the same time.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #15 *Topic 1*

Corporate branding and talent acquisition success are positively related because:

A. organizations with talented people have a strong image in the market.

B. recruiters can more easily attract candidates to financially stable organizations.

C. talented employees are more likely to accept a job and stay with a company they admire.

D. organizations with a good reputation offer higher compensation packages for talented candidates.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #16 *Topic 1*

Which of the following total reward elements is least likely to be used in executive compensation?

A. Perquisites

B. Commissions

C. Incentive pay

D. Severance package

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #17 *Topic 1*

After looking at the pay practices of similar organizations, which of the following is a crucial step in designing a pay system?

A. Using skill-based pay

B. Determining a pay philosophy

C. Establishing pay regression levels

D. Paying jobs based on benchmarks

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #18 *Topic 1*

The role of HR as a strategic partner is critical to the success of global initiatives because it:

A. addresses human capital needs.

B. is responsible for productivity.

C. establishes organizational business goals.

D. ensures adherence to policies.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #19 *Topic 1*

Effective learning links which of the following?

A. Adult learning techniques to the organization's mission and vision

B. Strategic planning to key results indicators and organizational measures

C. An employee's performance to personal development goals

D. Knowledge and skills gained to performance and organizational measures

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #20 *Topic 1*

Which of the following considerations include customer perspectives in the talent acquisition section of the organization's scorecard?

A. Efficient hiring processes

B. Investment in growing skill capabilities

C. Competitive talent acquisition programs

D. Effectiveness of talent outreach strategies

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #21 *Topic 1*

HR is establishing a strategic compensation program. What is the primary factor that needs to be considered?

A. Annual merit budget

B. Internal equity issues

C. Recent salary surveys

D. Organizational objectives

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #22 *Topic 1*

Which of the following best describes a flexible benefits policy?

A. Employees have different choices of benefits from year to year.

B. A set amount of the wages can be used to buy benefit plans.

C. Benefits enrollment is simplified through an automated system.

D. Benefits coverage depends on the length of employment.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #23 *Topic 1*

An HR Manager has been asked to create a staffing plan for an organization that is thinking about including a new product line. Which of the following should the HR Manager use for the plan to be most accurate?

A. Forecast analysis

B. Cluster analysis

C. Basket analysis

D. Market analysis

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #24 *Topic 1*

Which business requirement is the most crucial for HR information system (HRIS) implementation?

A. Access control mechanism

B. Multi-Factor Authentication (MFA)

C. Awareness of the security protocols

D. Regulatory and reporting considerations

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #25 *Topic 1*

What is a personal characteristic of leaders who encourage a culture of innovation?

A. Ability to delegate

B. Focus on operational activities

C. Sense of curiosity

D. Sound judgment

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #26 *Topic 1*

A coaching program is not delivering on its objectives. This can be corrected by:

A. increasing the number of coaches.

B. outsourcing the training functions.

C. consulting with HR more frequently.

D. ensuring management feedback is specific.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #27 *Topic 1*

Which of the following recruitment strategies makes an organization become an employer of choice in an industry?

A. Employee referrals

B. Employer branding

C. Competitive compensation

D. Social media presence

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #28 *Topic 1*

The greatest HR challenge for an organization operating in a fast-paced and competitive market is:

A. local economic trends.

B. employee engagement.

C. software and technology.

D. turnover and absenteeism.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #29 *Topic 1*

Which of the following is most important for HR to focus on when asking for budget approval of a new staff development plan?

A. Expected productivity of a trained employee

B. Detailed expenses related to training materials

C. Review of current industry standards

D. Cost of new hires who are skilled

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #30 *Topic 1*

When designing a flexible approach to scheduling, which of the following could impact the labor budget?

A. Shift pay

B. Gainsharing

C. Commissions

D. Group incentives

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #31 *Topic 1*

One of the primary advantages of an effective compensation plan is:

A. recruiting and retaining competent employees.

B. keeping labor costs down.

C. developing metrics and dashboard.

D. increasing or maintaining employee morale.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #32 *Topic 1*

What is the main reason for conducting due diligence in the area of HR before acquiring another company?

A. Review past employment law claims.

B. Understand the HR systems in the acquired company.

C. Determine the training needs of the employees.

D. Uncover potential employment law issues.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #33 *Topic 1*

The first step in establishing training programs for multiple locations is to:

A. estimate required funding.

B. select skilled trainers.

C. determine performance gaps.

D. customize training materials.

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #34 *Topic 1*

When integrating local and global HR practices, the strategy needs to be:

A. managed so that everyone develops a shared understanding of the overall goals.

B. systematic in order to develop the most equally appealing program globally.

C. designed so that HR services are accessible 24/7 regardless of geographic location.

D. implemented through third party administrators in the local community.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #35 *Topic 1*

When developing a social media policy for employees, which of the following should HR consider first?

A. Defining the types of media that can be accessed from the job

B. Outlining the penalties for using the organization's name on social media

C. Identifying the organization's position on responsible use in and outside of work

D. Communicating how the employees' activity on internal systems will be monitored

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #36 *Topic 1*

Employees are resistant to management feedback during the year-end performance appraisal. What should HR do in order to improve the process?

A. Suggest having a third party representative at the year-end meeting.

B. Formalize the process and train employees on receiving feedback.

C. Use an electronic system for submitting performance appraisal results.

D. Ensure continuous performance feedback throughout the year.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #37 *Topic 1*

Which of the following is an example of a fair practice when responding to an employee who is underperforming?

A. Utilize a firm but focused approach in evaluating employee performance

B. Set clear expectations for the next 30 days and advise that termination may follow.

C. Give a warning letter and advise that the employee is on immediate probation.

D. Apply consistent, progressive discipline per organizational policy.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #38 *Topic 1*

How does HR contribute during an organization's strategy formulation process?

A. Hire an external consultant.

B. Conduct job analysis and job design.

C. Develop performance management and reward systems.

D. Assess strengths and weaknesses of the workforce.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #39 *Topic 1*

A key factor that affects the size of an organization's applicant pool is:

A. cost-to-hire ratio.

B. reputation of the company.

C. attrition rates.

D. candidate tracking system.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #40 *Topic 1*

What is the value of a contingent workforce?

A. Improved succession planning

B. Higher employee motivation

C. More planning flexibility

D. Enhance skill set

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #41 *Topic 1*

The strategy of the organization works best when it is directly linked to:

A. needs of customers.

B. support of employees.

C. creation of new lines of business.

D. current trends.

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #42 *Topic 1*

The main benefit of implementing a diversity mentoring program is to:

A. promote internal organizational branding.

B. provide diverse training programs.

C. recognize the value of a diverse workforce.

D. communicate promotional opportunities.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #43 *Topic 1*

Management decides to implement a global diversity initiative. Which of the following actions is the first step in designing a successful program?

A. Recognize the forces that might oppose change.

B. Create policies and procedures for strategy execution

C. Prioritize factors with the highest impact on the change.

D. Engage country partners and establish a common purpose

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #44 *Topic 1*

Which employee is the most productive based on average call length?

Call Center Performance

Activity	Employee W	Employee X	Employee Y	Employee Z
Number of Calls Received	50	60	40	55
Number of Complaints	3	10	0	4
Number of Complaints Resolved	2	6	0	4
Average Call Length (in minutes)	10	6	12	8

A. Employee W

B. Employee X

C. Employee Y

D. Employee Z

Suggested Answer: *B*

Employee X has the shortest average call length, six minutes.

Currently there are no comments in this discussion, be the first to comment!

Question #45 *Topic 1*

Which employee has the lowest call quality based on complaints?

Call Center Performance

Activity	Employee W	Employee X	Employee Y	Employee Z
Number of Calls Received	50	60	40	55
Number of Complaints	3	10	0	4
Number of Complaints Resolved	2	6	0	4
Average Call Length (in minutes)	10	6	12	8

A. Employee W

B. Employee X

C. Employee Y

D. Employee Z

Suggested Answer: *B*

Employee X received the most complaints: 10.

Currently there are no comments in this discussion, be the first to comment!

Question #46 *Topic 1*

Which of the following is foundational for measuring HR activities and their impact on an organization's overall goals?

A. Data capturing and comparison

B. Industry benchmarks and best practices

C. Conducting internal and external HR audits

D. Training HR executives in cross-functional areas

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #47 *Topic 1*

Which mix of pay elements best represents a “pay for performance” approach to compensation management?

A. Base pay 50%

Employee benefits 10%

Long-term incentives 20%

Short-term incentives 20%

B. Base pay 70%

Employee benefits 20%

Long-term incentives 5%

Short-term incentives 5%

C. Base pay 35%

Employee benefits 35%

Long-term incentives 15%

Short-term incentives 15%

D. Base pay 50%

Employee benefits 30%

Long-term incentives 10%

Short-term incentives 10%

Suggested Answer: *A*

Currently there are no comments in this discussion, be the first to comment!

Question #48 *Topic 1*

Neglecting employee health and safety results in increased costs because of:

A. increased labor.

B. decreased productivity.

C. increased recruitment.

D. decreased satisfaction.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #49 *Topic 1*

Employers may offer voluntary benefits in order to:

A. comply with government regulation.

B. compete for and retain employees.

C. decrease recruiting costs.

D. control salary and benefit costs.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #50 *Topic 1*

What is the first step in creating an employee benefit program?

A. Justify the cost of benefits to management.

B. Benchmark benefit options with other companies.

C. Communicate benefits to employees.

D. Develop a benefits philosophy.

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #51 *Topic 1*

One of the most challenging talent management issues in developed economies is:

A. brain drain.

B. aging population.

C. industrial relations.

D. employee diversity.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!

Question #52 *Topic 1*

In a department of 12 employees, two people left and were replaced. In the same year, the two replacements also left and were replaced. What are the turnover and retention rates?

A. Turnover = 17%; Retention = 71%

B. Turnover = 40%; Retention = 60%

C. Turnover = 83%; Retention = 33%

D. Turnover = 33%; Retention = 83%

Suggested Answer: *D*

Currently there are no comments in this discussion, be the first to comment!

Question #53 *Topic 1*

HR proposes an employee program to support work-life balance. What information should HR provide to management to gain its support?

A. Greater ethical compliance

B. Increased employee participation

C. Return on investment (ROI) projections

D. Standards for administrative budget

Suggested Answer: *C*

Currently there are no comments in this discussion, be the first to comment!

Question #54 *Topic 1*

Qualitative data obtained from satisfaction surveys helps an organization identify its employees':

A. reasons for leaving the organization.

B. beliefs and attitudes about the organization.

C. ability to be highly productive.

D. understanding of the organization's profit and loss.

Suggested Answer: *B*

Currently there are no comments in this discussion, be the first to comment!