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| 1. Technology, in the form of automation, has increased the number of jobs that require considerable skill.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Technology Challenges |
| *KEYWORDS:* | Bloom's: Remember |
| *DATE CREATED:* | 6/23/2021 11:15 AM |
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| 2. The primary responsibility of knowledge workers is known as touch labor.

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|   | a.  | True |
|   | b.  | False |

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| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Technology Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 3. A human resources information system (HRIS) provides current and accurate HR-related data needed for control and decision making.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Technology Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 4. To proactively manage change, organizations should wait to see how external forces impact an organization's performance and then develop a plan to address those changes.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 5. A job candidate who has experience working abroad or knows more than one language may have an advantage in the hiring process because the strategies companies are pursuing today increasingly involve one or more elements of globalization.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 6. The value of a firm's human capital is listed as an asset on its balance sheet.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Remember |
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| 7. Human capital is owned by an organization and is part of its core competencies.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
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| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
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| 8. A company saw a drop in sales after negative publicity around a scandal involving safety reports. The strategic changes the company makes to deal with this situation are reactive changes.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 9. The primary contribution of HR management professionals to an organization lies in tactical administrative reporting.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
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| 10. Human capital is intangible, but it can still be managed the way organizations manage jobs, products, and technologies.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
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| 11. China has taken over as the world’s most productive nation in terms of the total value of all goods and services it produces.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Remember |
| *DATE CREATED:* | 6/23/2021 11:15 AM |
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| 12. As a service-intensive firm, Largo’s Legal Services should expect labor costs to be among the smallest expenditures.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 13. Employees at Deluxe Diner were furloughed during the early months of the COVID-19 pandemic, which means they continued to receive regular pay.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
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| 14. Nearshoring occurs when a firm relocates jobs abroad to nations closer to its domestic market.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 15. Downsizing is often used by organizations for the planned elimination of jobs.

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 16. *Big data* is a term used to describe the massive amounts of data available online and offline today that can be “crunched” to make decisions.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Technology Challenges |
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| 17. XLT Corporation is interested in outsourcing its payroll and accounting functions, which means it will employ workers who work from home rather than in the traditional office environment to do these tasks.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
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| *TOPICS:* | A-Head: Strategic and Global Challenges |
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| 18. A firm’s level of corporate social responsibility is frequently judged by how well it practices sustainability.

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| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
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| 19. Firms that embrace environmental, social, and governance criteria are unlikely to focus on long-term financial performance.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 20. Juan, who does not work in HR but supervises the work of other employees, is a line manager.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Apply |
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| 21. Because of higher levels of educational attainment in the United States, almost all adults score above average on literacy, math, and computer skills tests.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 22. Pat is in a demographic group that currently accounts for slightly more than half of the American workforce. Pat is most likely female.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Analyze |
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| 23. By 2050, most workers in the United States are projected to be in the 35- to 44-year-old range.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 24. Morgan is enthusiastic about work and is committed to it. Morgan has a high level of employee engagement.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 25. Employees today are less likely to define their personal success only in terms of financial gain.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 26. A firm that offers employees options such as flexible hours, job sharing, and telecommuting is engaging in family-friendly practices.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 27. One of the responsibilities of HR managers is to provide strategic advice and counsel to supervisors.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Understand |
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| 28. Organizational culture is reflected in the ways in which an organization’s employees treat each other and their customers.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Remember |
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| 29. In most companies, the senior executives of an organization propose HR policies to the HR managers who actually issue and implement them.​

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Understand |
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| 30. A firm monitored its employees' emails and Internet use while on the job. That firm is in violation of the Electronic Communications Privacy Act of 1986.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Apply |
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| 31. A core principle for HR managers is to establish professional credibility by developing good relationships with people both internal and external to the firm.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | True |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Remember |
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| 32. Employee leasing through a professional employer organization is more beneficial to large organizations than to smaller organizations.

|  |  |  |
| --- | --- | --- |
|   | a.  | True |
|   | b.  | False |

|  |  |
| --- | --- |
| *ANSWER:* | False |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | True / False |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 33. Which of the following is presented as an employee concern/issue within the human resources management framework?

|  |  |  |
| --- | --- | --- |
|   | a.  | Sustainability |
|   | b.  | Globalization |
|   | c.  | Technology |
|   | d.  | Job security |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Understand |
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| 34. This trade agreement to establish rules and guidelines for global commerce was the first major agreement of the modern era and quickened the pace of globalization.

|  |  |  |
| --- | --- | --- |
|   | a.  | North American Free Trade Agreement (NAFTA) |
|   | b.  | General Agreement on Tariffs and Trade (GATT) |
|   | c.  | Free Trade Area of the Americas (FTAA) |
|   | d.  | Asia Pacific Economic Cooperation (APEC) |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 35. Offshoring is also referred to as

|  |  |  |
| --- | --- | --- |
|   | a.  | global staffing. |
|   | b.  | strategic staffing. |
|   | c.  | global sourcing. |
|   | d.  | employee leasing. |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 36. Which of the following is a human resource issue that firms have to balance because of globalization?

|  |  |  |
| --- | --- | --- |
|   | a.  | Understanding the sources and availability of materials |
|   | b.  | Gauging the knowledge and skill base of workers |
|   | c.  | Adapting to climate change effects and regulations |
|   | d.  | Complying with import/export treaties  |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 37. In choosing an HRIS, HR personnel are likely to take which of the following steps first?

|  |  |  |
| --- | --- | --- |
|   | a.  | Evaluate the most time-consuming tasks |
|   | b.  | Examine the user-friendliness of the software |
|   | c.  | Calculate the cost savings in using an HRIS |
|   | d.  | Calculate the time required to train the HR staff |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Technology Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 38. Which of the following is true of knowledge workers?

|  |  |  |
| --- | --- | --- |
|   | a.  | They are also known as touch labor. |
|   | b.  | They fill most of the blue-collar jobs in the United States. |
|   | c.  | Their job responsibilities include problem solving and decision making. |
|   | d.  | The number of positions for knowledge workers continues to shrink. |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Analyze |
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| 39. What type of strategic changes does an organization make to combat external forces that have already affected an organization's performance?

|  |  |  |
| --- | --- | --- |
|   | a.  | Proactive |
|   | b.  | Continuous |
|   | c.  | Reactive |
|   | d.  | Negative |

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| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 40. Marin, a manager, initiates an expansion into a new geographic region to take advantage of a targeted opportunity. What type of change is Marin making?

|  |  |  |
| --- | --- | --- |
|   | a.  | Proactive |
|   | b.  | Turnover |
|   | c.  | Reactive |
|   | d.  | Reflective |

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| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 41. In moving jobs from India to Mexico, which is closer to its domestic market in the United States, XLT Corporation employed which of the following strategies?

|  |  |  |
| --- | --- | --- |
|   | a.  | Nearshoring |
|   | b.  | Outsourcing |
|   | c.  | Homeshoring |
|   | d.  | Furloughing |

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| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 42. Which of the following cohorts in the United States contains 75–80 million people, making it the largest generation?

|  |  |  |
| --- | --- | --- |
|   | a.  | Baby boomers |
|   | b.  | Generation X |
|   | c.  | Generation Y |
|   | d.  | Generation Z |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 43. The knowledge, skills, and capabilities of individuals that have a tremendous impact on an organization's performance but do not show up directly on its balance sheet are known as

|  |  |  |
| --- | --- | --- |
|   | a.  | intellectual capital |
|   | b.  | human capital |
|   | c.  | core capital |
|   | d.  | employee capital |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Remember |
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| 44. In the past 40 years, women employed full time have gone from making 62 percent of what men employed full time make to

|  |  |  |
| --- | --- | --- |
|   | a.  | 58 percent. |
|   | b.  | 70 percent. |
|   | c.  | 83 percent. |
|   | d.  | 91 percent. |

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| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 45. Oftentimes, knowledge goes unshared and unused in organizations because

|  |  |  |
| --- | --- | --- |
|   | a.  | employees lack motivation. |
|   | b.  | of an ineffective human resources information system. |
|   | c.  | of the organizational culture. |
|   | d.  | employees lack proper training. |

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| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Understand |
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| 46. Which of the following abilities can a company best achieve by eliminating managerial layers?

|  |  |  |
| --- | --- | --- |
|   | a.  | Social responsibility |
|   | b.  | Technological adaptability |
|   | c.  | Agility |
|   | d.  | Sustainability |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Apply |
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| 47. Firms are increasingly trying to expand their exports to what country because it has the world's second-largest population and a growing middle class?

|  |  |  |
| --- | --- | --- |
|   | a.  | China |
|   | b.  | Japan |
|   | c.  | India |
|   | d.  | South Korea |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 48. Which of the following reasons figures prominently in why firms have begun to embrace sustainability and its environmental, social, and governance factors?

|  |  |  |
| --- | --- | --- |
|   | a.  | The advances of technology |
|   | b.  | The need to manage workforces |
|   | c.  | The potential for improved long-term financial performance |
|   | d.  | To avoid marketplace disruptions |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Analyze |
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| 49. Which of the following replaced the North American Free Trade Agreement (NAFTA) in 2020?

|  |  |  |
| --- | --- | --- |
|   | a.  | General Agreement on Tariffs and Trade (GATT) |
|   | b.  | Electronics Communications Privacy Act |
|   | c.  | United States–Mexico—Canada Agreement (USMCA) |
|   | d.  | Brexit |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 50. What is one way that organizations can increase their productivity?

|  |  |  |
| --- | --- | --- |
|   | a.  | Increase inputs |
|   | b.  | Reduce human capital |
|   | c.  | Reduce outputs |
|   | d.  | Increase physical capital |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 51. Increasing workforce diversity has the most impact on which of the following areas for a firm?

|  |  |  |
| --- | --- | --- |
|   | a.  | The number of knowledge workers it needs |
|   | b.  | The amount of marketing costs required to stay competitive |
|   | c.  | The attention it gives to attracting and retaining employees |
|   | d.  | The agility in responding to globalization |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 52. As part of its initiative to streamline operations, XLT Corp. is planning to eliminate a number of jobs. Which strategy is XLT Corp. using?

|  |  |  |
| --- | --- | --- |
|   | a.  | Downsizing |
|   | b.  | Outsourcing |
|   | c.  | Nearshoring |
|   | d.  | Reengineering |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 53. Which of the following is a main goal for a company that uses employee leasing?

|  |  |  |
| --- | --- | --- |
|   | a.  | Managing the firm’s costs for pay and benefits |
|   | b.  | Increasing the productivity of its workers |
|   | c.  | Taking advantage of globalization |
|   | d.  | Increasing its levels of family-friendly policies |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Analyze |
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| 54. Hiring someone outside the company to perform tasks that were formerly done internally is known as

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|   | a.  | outplacement. |
|   | b.  | contracting. |
|   | c.  | outsourcing. |
|   | d.  | employee leasing. |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 55. What happens when a company uses offshoring?

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|   | a.  | It violates ethical business standards. |
|   | b.  | It sends current jobs to other countries. |
|   | c.  | It takes a necessary step in globalization. |
|   | d.  | It engages in employee leasing. |

|  |  |
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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 56. Builders Corporation has just contracted with Peoples Group, a professional employer organization (PEO), to take over the management of Builder’s HR tasks and become a coemployer to its employees. This arrangement is known as

|  |  |  |
| --- | --- | --- |
|   | a.  | outsourcing. |
|   | b.  | employee leasing. |
|   | c.  | furloughing. |
|   | d.  | nearshoring. |

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| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 57. Forecasts indicated that the future U.S. workforce will exhibit

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|   | a.  | about the same demographic mix as it does today. |
|   | b.  | an increase in ethnic diversity. |
|   | c.  | a decrease in ethnic diversity. |
|   | d.  | a decrease in the number of older workers. |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 58. Nik is currently in an age group whose labor force participation rate is projected to increase between now and 2050 according to the U.S. Bureau of Labor Statistics. Given the following choices, how old is Nik?

|  |  |  |
| --- | --- | --- |
|   | a.  | 15 |
|   | b.  | 27 |
|   | c.  | 38 |
|   | d.  | 58 |

|  |  |
| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Analyze |
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| 59. Among the workplace diversity challenges for Blacks and Hispanics is that they are

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|   | a.  | well represented in fast-growing occupations. |
|   | b.  | heavily concentrated in slow-growth occupations. |
|   | c.  | underrepresented in declining occupations. |
|   | d.  | overrepresented in fast-growing occupations. |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 60. In which of the following ways are the labor force and its demographics expected to change?

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| --- | --- | --- |
|   | a.  | Minorities will make up a smaller share of the U.S. labor force than they did in the past. |
|   | b.  | The number of women joining the labor force is expected to increase. |
|   | c.  | By 2050, the labor force participation rate will be only about 60 percent. |
|   | d.  | Higher levels of educational attainment translate into higher median weekly earnings. |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 61. Which of the following is true of older workers?

|  |  |  |
| --- | --- | --- |
|   | a.  | They tend to change jobs more often than younger workers. |
|   | b.  | Their labor force participation rates will continue to shrink in the coming decades. |
|   | c.  | They are often willing to work flexible hours. |
|   | d.  | They generally learn new behaviors more quickly because of their experience. |

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| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Analyze |
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| 62. Over the years, the educational attainment of the U.S. labor force has

|  |  |  |
| --- | --- | --- |
|   | a.  | risen dramatically. |
|   | b.  | fallen dramatically. |
|   | c.  | remained at about the same level. |
|   | d.  | had little influence on HRM. |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 63. What percentage of mothers with school-age children are employed?

|  |  |  |
| --- | --- | --- |
|   | a.  | 10 |
|   | b.  | 30 |
|   | c.  | 50  |
|   | d.  | 70  |

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| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 64. The use and disclosure of personal medical information is protected by the

|  |  |  |
| --- | --- | --- |
|   | a.  | Privacy Act of 1974. |
|   | b.  | Health Insurance Portability and Accountability Act of 1996. |
|   | c.  | Electronic Communications Privacy Act of 1986. |
|   | d.  | Public Health Service Act of 1944. |

|  |  |
| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 65. Which of the following represents a cultural change emerging in organizations?

|  |  |  |
| --- | --- | --- |
|   | a.  | A decreased concern for privacy |
|   | b.  | The desire to remain with a single employer |
|   | c.  | Balancing work and family demands |
|   | d.  | Accommodating unemployed workers |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 66. Tristan is concerned about employee rights; an area of least concern for Tristan would be which of the following?

|  |  |  |
| --- | --- | --- |
|   | a.  | Company funded pension plans. |
|   | b.  | Equal employment opportunities. |
|   | c.  | Union representation if desired. |
|   | d.  | Equal pay for equal work. |

|  |  |
| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 67. A company that wants to offer family-friendly work options to its employees might adopt which of the following?

|  |  |  |
| --- | --- | --- |
|   | a.  | Upskilling. |
|   | b.  | Parental leave |
|   | c.  | Workforce analytics |
|   | d.  | Pension plans |

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| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 68. Which of the following statements regarding employees today is accurate?

|  |  |  |
| --- | --- | --- |
|   | a.  | The majority of employees have children under 18. |
|   | b.  | Most people still enjoy work and want to excel at it. |
|   | c.  | Remaining with a single employer is a top priority. |
|   | d.  | Personal success is defined only in terms of financial gains. |

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| --- | --- |
| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 69. Sky Company does not want to change the size of its workforce, but it does need a better way to manage benefits. Which of the following might it want to consider?

|  |  |  |
| --- | --- | --- |
|   | a.  | Furloughing |
|   | b.  | Homeshoring |
|   | c.  | Employee leasing |
|   | d.  | Outsourcing |

|  |  |
| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-4 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Productivity and Cost Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 70. Bailey demonstrates an effectiveness in exchanging information with an organization’s customers and other stakeholders. Bailey uses this understanding to help the firm achieve its strategic direction. In this case, Bailey has which type of competency?

|  |  |  |
| --- | --- | --- |
|   | a.  | Critical evaluation |
|   | b.  | Ethical practice   |
|   | c.  | Communication  |
|   | d.  | Relationship management |

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| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Apply |
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| 71. As an employee advocate, an HR manager

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|   | a.  | formulates and issues policy revisions for employees. |
|   | b.  | listens to employees and represents their needs to management. |
|   | c.  | provides individual orientation and training to every employee. |
|   | d.  | assists employees with labor negotiations. |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Understand |
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| 72. Among the general responsibilities of the HR manager, you would find which of the following?

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|   | a.  | Employee supervision |
|   | b.  | Strategic advice and counsel |
|   | c.  | Workforce analytics |
|   | d.  | HRIS development |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Understand |
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| 73. Elli, an HR manager, has developed personal relationships with people both internal and external to the firm. In addition to demonstrating the values of the firm, Elli stands up for personal beliefs and deals with all parties equitably. Which competencies is Elli demonstrating?

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|   | a.  | Ethical practice and critical evaluation |
|   | b.  | Critical evaluation and consultation |
|   | c.  | Consultation and relationship management |
|   | d.  | Relationship management and ethical practice |

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| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Apply |
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| 74. Fuller Foods sets rigorous standards for its suppliers, minimizing the negative impact of fish farming, deforestation, and antibiotic use while promoting practices such as maintaining water quality and limiting the spread of disease. These standards represents Fuller’s emphasis on

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|   | a.  | agility. |
|   | b.  | offshoring. |
|   | c.  | furloughing. |
|   | d.  | sustainability. |

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| --- | --- |
| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 75. Globalization stirs fierce debate, especially when it comes to

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|   | a.  | equal pay for women. |
|   | b.  | jobs. |
|   | c.  | proprietary technology. |
|   | d.  | information exchange. |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 76. Globalization has led to

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|   | a.  | a new focus on corporate social responsibility. |
|   | b.  | older workers behaving more like free agents. |
|   | c.  | a reduction in the number of offshoring options. |
|   | d.  | a reduction in the number of nearshoring options. |

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| --- | --- |
| *ANSWER:* | a |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-2 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Strategic and Global Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 77. At Clear Lake Designs, Ren is the go-to person for issues related to staffing, development, appraisals, rewards, and team building. Ren has good interpersonal skills and expert knowledge in the areas of performance measurement and communication. In the context of the competencies required of HR managers, Ren has developed

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|   | a.  | leadership and navigation. |
|   | b.  | HR expertise. |
|   | c.  | critical evaluation. |
|   | d.  | ethical practice. |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Apply |
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| 78. Which of the following statements regarding human capital is accurate?

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|   | a.  | Human capital is tangible and cannot be managed in the same way as jobs, products and technologies. |
|   | b.  | Human capital is tangible and can be managed in the same way as jobs, products and technologies. |
|   | c.  | Human capital is intangible and cannot be managed in the same way as jobs, products and technologies. |
|   | d.  | Human capital is intangible and can be managed in the same way as jobs, products and technologies. |

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| --- | --- |
| *ANSWER:* | c |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Remember |
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| 79. Gene uses HR data such as employee demographic information, performance ratings, and employee surveys to try to predict which employees are most likely to quit. Gene is making use of

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|   | a.  | big (HR) data. |
|   | b.  | workforce (HR) analytics. |
|   | c.  | HR data crunching. |
|   | d.  | HRIS analysis. |

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| *ANSWER:* | b |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-3 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Technology Challenges |
| *KEYWORDS:* | Bloom's: Apply |
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| 80. What percentage of women aged 16 years and older participate in the workforce in the United States?

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|   | a.  | 40 |
|   | b.  | 80 |
|   | c.  | 30 |
|   | d.  | 60 |

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| *ANSWER:* | d |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Easy |
| *QUESTION TYPE:* | Multiple Choice |
| *HAS VARIABLES:* | False |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Remember |
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| 81. List six competitive challenges facing human resources management departments.

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| *ANSWER:* | Competitive challenges facing HRM departments include:​1. Responding strategically to changes in the marketplace and economy2. Competing, recruiting, and staffing globally3. Setting and achieving corporate social responsibility and sustainability goals4. Technology5. Containing costs while retaining top talent and maximizing productivity6. Employee challenges​ |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-1 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Why Should You Study Human Resources Management? Will It Pay Off? |
| *KEYWORDS:* | Bloom's: Understand |
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| 82. Explain the major activities for which an HR manager is typically responsible.

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| *ANSWER:* | 1. *Strategic advice and counsel*: HR managers often serve as in-house consultants to supervisors, managers, and executives. Their knowledge of internal employment information and productivity metrics as well as their awareness of external trends such as economic and unemployment data and new legal and regulatory issues make HR managers an invaluable resource for making decisions. In some companies, generally larger ones, the top HR manager acts as the chief compliance or ethics officer to help employees wade through gray areas when it comes to right and wrong, ensuring that personnel comply with the laws and regulations that affect their industries. HR managers are also being relied on more heavily to advise compensation committees.2. *Service*: HR managers perform such services as recruiting, selecting, testing, and planning and conducting training programs. Technical expertise in these areas is essential for HR managers as they design and implement talent-management programs.3. *Policy formation and implementation*: HR managers may propose and draft new policies or policy revisions to cover recurring problems or to prevent anticipated problems. HR managers also monitor the firm’s managers and employees to ensure they follow established HR policies, procedures, and practices. Perhaps more important, they are a resource managers can turn to for policy interpretation.4. *Employee advocacy*: HR managers listen to employee concerns and represent their needs. The HR manager must ensure that the interests of the employee align with the interests of the organization. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Understand |
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| 83. Discuss the age distribution of today's workforce.

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| *ANSWER:* |

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| Generation Z members were born in the mid-1990s and early 2000s. Today, they make up about one-third of the workforce. These workers have never known life without smartphones and social media, and they expect to be trained and managed with digital tools. They are also more comfortable with racial, cultural, and sexual diversity than other generations and want to change the world for the better. A large number of members of this generation say that they want to start their own businesses. Others want to go straight to work rather than incurring the cost of college.The millennial generation (Generation Y) is 75 to 80 million people strong, making it the largest generation ever. Millennials are generally regarded as having good technological knowhow and initiative, especially when it comes to starting their own businesses. Like Generation Z, they are also interested in meaningful work that will improve the world around them and want a good work-life balance. Neither generation wants to be pigeonholed into jobs. They want to try new jobs and new tasks, and they are quite willing to job hop to do so.People in Generation X were born between 1964 and 1979. Generation Xers value job security. The members of Generation X are also independent. They like challenging work rather than repetitive work and dislike supervisors who look over their shoulders.A relatively large number of people, known as the baby-boom generation, were born after World War II (between 1946 and 1964). A significant proportion of baby-boomers have hit retirement age. Not all baby-boomers are retiring, though. Because baby-boomers are staying healthier as they age, many are remaining in the labor force longer. Other factors—including an increase in the official retirement age in the United States from 65 to 67—are also keeping baby-boomers working, including not having saved enough to retire, or their 401(k) retirement accounts have not grown as expected. Older workers tend to be dependable and remain on the job longer than younger workers, who operate more like free agents. Older workers are often willing to work flexible hours.Older Americans—those hitting the 55-and-over age bracket—are the fastest-growing segment of the workforce and will be for decades as the U.S. workforce continues to age. By contrast, the average annual growth rate of 16- to 24-year-olds in the labor force is projected to decline. |

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| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-5 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: Employee Challenges |
| *KEYWORDS:* | Bloom's: Understand |
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| 84. What are some of the key competencies needed by HR managers to become full business partners?

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| *ANSWER:* | Top executives expect HR managers to assume a broader role in overall organizational strategy, which means acquiring a complementary set of competencies.* Leadership and navigation: The ability to direct and contribute to initiatives andprocesses within the organization.
* Ethical practice: The ability to integrate core values, integrity, and accountability throughout all organizational and business practices.
* Business acumen: The ability to understand and apply information with which to contribute to the organization’s strategic plan.
* Relationship management: The ability to manage interactions to provide serviceand to support the organization.
* Consultation: The ability to provide guidance to organizational stakeholders.
* Critical evaluation: The ability to interpret information with which to make business decisions and recommendations.
* Global and cultural effectiveness: The ability to value and consider the perspectives and backgrounds of all parties.
* Communication: The ability to effectively exchange information with stakeholders.
* HR expertise (HR knowledge): The knowledge of principles, practices, and functions of effective HR management.
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| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
| *STATE STANDARDS:* | United States - OH - DISC: HRM |
| *TOPICS:* | A-Head: The Role HR Managers Play and Their Partnership with Other Managers |
| *KEYWORDS:* | Bloom's: Understand |
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| 85. Describe the role of a line manager.

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| *ANSWER:* | Line managers are non-HR managers who are responsible for overseeing the work of other employees. Successful organizations combine the experience of line managers with the expertise of HR managers to develop and utilize the talents of employees to their greatest potential. HR programs in particular tend to be more successful if they are “owned” by line managers *and* HR. When employees see HR as the sole owner of a program, they sometimes interpret it as an administrative or back-office program rather than a strategic initiative. |
| *POINTS:* | 1 |
| *DIFFICULTY:* | Moderate |
| *QUESTION TYPE:* | Essay |
| *HAS VARIABLES:* | False |
| *STUDENT ENTRY MODE:* | Basic |
| *LEARNING OBJECTIVES:* | MGHR.SNEL.23.1-6 |
| *NATIONAL STANDARDS:* | United States - BUSPROG: Analytic | Technology - BUSPROG: Analytic |
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