Test Bank for Canadian Human Resource Management CDN 11th Schwind

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MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

1) In today's fast-changing environments, job analysis will continue to be relevant for legal compliance and defensibility in the event of a court action.
A) True
B) False
Answer: A

2) According to the text, global competition, fast technological obsolescence, changing worker profiles, and rapid increases in knowledge requirements have made it difficult to create accurate and up-to-date job descriptions.
A) True
B) False
Answer: A

3) A job is a collection of tasks and responsibilities performed by an individual whereas a position consists of a group of related activities and duties.
A) True
B) False
Answer: B

4) Compensation cannot be determined fairly without detailed knowledge of each job.
A) True
B) False
Answer: A

5) Within the job analysis process, organization change occurs during the preparation for job analysis phase.
A) True
B) False
Answer: B

6) In unionized organizations, job analysis steps have to meet the various provisions of the collective agreement between the management and the union.
A) True
B) False
Answer: A

7) Job analysis questionnaires are checklists that seek to collect information about positions in a uniform manner.
A) True
B) False
Answer: B

8) When using a job analysis questionnaire, it is important to use the same questionnaire on similar jobs.
A) True
B) False
Answer: A

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9) Information about the job environment such as health and safety hazards is included in working conditions on a job description.
A) True
B) False
Answer: A

10) Performance standards describe to what level an employee needs to be doing the job to be a good performer versus an average or a poor performer.
A) True
B) False
Answer: A

11) Health and safety training or equipment that is required would be included in a job description under human characteristics.
A) True
B) False
Answer: B

12) The critical incident method involves identifying and describing specific events when an employee performed really well and when they performed very poorly.
A) True
B) False
Answer: A

13) When collecting job data, the analyst usually talks to a number of workers and then supervisors.
A) True
B) False
Answer: A

14) Standardized surveys to collect information about jobs, working conditions, and other performance-related information are called questionnaires.
A) True
B) False
Answer: A

15) During the data collection process, the interviewer should not establish rapport with the interviewee while collecting job data because it will affect the results.
A) True
B) False
Answer: B

16) Job data collected during the interview process should be reviewed and verified by both the interviewee and the immediate supervisor.
A) True
B) False
Answer: A

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17) A face-to-face meeting with 5 to 7 experts on a job and a facilitator to collect job and performance related information is called a brainstorming group.
A) True
B) False
Answer: B

18) An employee log is an approach to collecting job- and performance-related information by asking the job-holder to summarize tasks, activities, and challenges in a diary format.
A) True
B) False
Answer: A

19) The existence of language barriers with foreign-language-speaking workers may make the observation approach a viable method of collecting job- and performance-related information
A) True
B) False
Answer: A

20) Each method of collecting job- and performance-related information has its shortcomings. As a result, analysts often use a combination of two or more techniques concurrently.
A) True
B) False
Answer: A

21) Disadvantages of focus groups for collecting job data include: they are slow, costly, and may miss regularly occurring activities.
A) True
B) False
Answer: B

22) According to the text, observation is the most common method of collecting data for job analysis.
A) True
B) False
Answer: B

23) A job description is a collection of tasks and responsibilities performed by an individual.
A) True
B) False
Answer: B

24) "Undertakes other tasks assigned by the supervisor" is an example of a responsibility on a job description.
A) True
B) False
Answer: A

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25) Job descriptions will most often be signed by an incumbent and their supervisor.
A) True
B) False
Answer: A

26) The two major attributes of jobs used for classification criteria in the NOC were skill level and skill type.
A) True
B) False
Answer: A

27) The first digit in the National Occupational Classification represents the skill type category.
A) True
B) False
Answer: A

28) In the National Occupational Classification, the second digit is for education level.
A) True
B) False
Answer: A

29) A job specification is a written statement that explains what a job demands of jobholders and human skills and factors required.
A) True
B) False
Answer: A

30) "Works in a well ventilated office" would be included under effort factors on a job specification.
A) True
B) False
Answer: B

31) Job specifications should be generic so as not to limit employee job tasks. For example, it would be better to include "must lift heavy materials" than "lifts 10 pound boxes."
A) True
B) False
Answer: B

32) A well-crafted job description can be used for employee discipline.
A) True
B) False
Answer: A

33) Job descriptions can help in preparation for light or modified duties for a worker.
A) True
B) False
Answer: A

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34) Job performance standards are developed from job analysis information, and then actual employee performance is measured.
A) True
B) False
Answer: A

35) A well-developed job description can provide details on the "essential functions" of a job. This can be helpful when an employee requests a reasonable accommodation.
A) True
B) False
Answer: A

36) Job analysis information containing job standards, is usually sufficient for jobs where performance is: quantified, easily measurable, requires little interpretation, and performance standards are understood by workers and supervisors.
A) True
B) False
Answer: A

37) A competency matrix lists different levels of skill for a combination of competencies.
A) True
B) False
Answer: A

38) The need for an engineer to have the technical expertise at skill level VI would be included on a competency matrix.
A) True
B) False
Answer: A

39) When competencies become broad spanning, a job with few specific duties or tasks, may become indefensible legally.
A) True
B) False
Answer: A

40) In competency-based management competencies are identified after careful analysis of work of the high performers.
A) True
B) False
Answer: A

41) Job design identifies job duties, characteristics, competencies, and sequences regardless of technology, workforce, organization character, and environment.
A) True
B) False
Answer: B

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42) Job creation is identification of job duties, characteristics, competencies, and sequences taking into consideration technology, workforce, organization character, and environment.
A) True
B) False
Answer: B

43) Job families are groups of different jobs that are closely related by similar duties, responsibilities, skills, or job elements.
A) True
B) False
Answer: A

44) The definition of efficiency is achieving maximal output with task specialization.
A) True
B) False
Answer: B

45) A short cycle is created when workers are limited to a few repetitive tasks, according to engineers in industrial engineering.
A) True
B) False
Answer: A

46) Short job cycles require large investments in worker training.
A) True
B) False
Answer: B

47) The definition of work flow is the sequence of and balance between jobs in an organization needed to produce the firm's goods or services.
A) True
B) False
Answer: A

48) Ergonomics is the study of the relationship between the economy and the work environment.
A) True
B) False
Answer: B

49) According to the Job Characteristics Model, 5 characteristics result in 3 psychological states: meaningfulness, responsibility, and knowledge of expectations.
A) True
B) False
Answer: B

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50) Autonomy, in a job context, is having control over one's work. It's the freedom to control one's response to the environment resulting in an increased sense of recognition, self-esteem, job satisfaction, and performance.
A) True
B) False
Answer: A

51) Task identity is a set of attributes and codes which serve to identify tasks within a job description
A) True
B) False
Answer: B

52) Creating the wick on candles but not getting to view the completed candle would be an example of task identity.
A) True
B) False
Answer: A

53) Knowing that at community values the work of police officers is an example of task significance.
A) True
B) False
Answer: A

54) The definition of feedback is information that helps evaluate the success or failure of an action or system.
A) True
B) False
Answer: A

55) Task significance is the impact which one's activities and responsibilities have on the workflow.
A) True
B) False
Answer: B

56) Job enlargement adds more responsibilities and autonomy to a job, giving the worker greater powers to plan, do, and evaluate job performance.
A) True
B) False
Answer: B

57) Environmental considerations are the influence of the external environment on job design. It includes employee ability, availability, and social expectations.
A) True
B) False
Answer: A

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58) Fast food businesses in Alberta offering hiring bonuses to workers is an example of the effect of workforce availability.
A) True
B) False
Answer: A

59) In a national survey conducted by the Conference Board of Canada, what percentage of respondent reported the use of teams in their workplace?
A) 80%
B) 20%
C) 40%
D) 60%
E) teams are archaic and are no longer used in workplaces
Answer: C

60) Which of the following is a strong reason why employee logs are NOT a popular choice for collecting job- and performance-related information?
A) employees are often untruthful about the information they include in the log
B) after the novelty wears off, accuracy tends to decline as entries become less frequent
C) employees may be lacking in key-boarding skills or have poor penmanship
D) asking employees to log job- and performance-related information is an invasion of their privacy
E) completing employee logs during a shift takes the employee away from their work and makes them less productive
Answer: E

61) In a competency matrix, which competencies contribute to job performance, success of the organization, support the vision, strategic direction, and values of the firm?
A) seniority
B) organizational ability
C) problem solving
D) communication skills
E) all of the choices except seniority
Answer: A

62) When conducting an interview to collect data, a structured checklist should be used. The checklist should collect information on a variety of matters including:
A) current performance standards and improvements needed
B) education, skills, competencies, and experience levels needed
C) physical demands, working conditions, and safety and health issues
D) major duties and percentage of time spent on each
E) all of the choices
Answer: E

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63) Which of the following may NOT occur as a result of job rotation?
A) employee's self-image and personal growth improves
B) the worker becomes more valuable to the organization
C) the worker becomes competent in several jobs
D) expansion of the number of related tasks in the job
E) a break in the monotony of highly specialized work
Answer: D

64) Which of the following elements should NOT be considered when designing jobs?
A) job specialization considerations
B) employee considerations
C) environmental considerations
D) organizational considerations
E) social considerations
Answer: E

65) Even where work flow might suggest a particular job design, the job must meet the expectations of workers. Failure to consider these expectations can create dissatisfaction, poor motivation, and low quality of work life. This is an example of:
A) social expectations
B) work practices
C) job designs
D) environmental considerations
E) job specifications
Answer: A

66) Key considerations in job design include the following:
A) employee considerations
B) environmental considerations
C) economic considerations
D) ergonomic considerations
E) all of the choices except economic considerations
Answer: C

67) Which of the following major Human Resource management activities do NOT rely on job analysis information?
A) Fair and equitable compensation of employees
B) elimination of unnecessary job requirements that can cause discrimination in employment
C) matching of job applicants to job requirements
D) planning of employee's career path
E) planning of future human resource requirements
Answer: D

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68) Likely targets of job analysis are jobs:
A) for which the firm continuously hires
B) that are difficult to learn or perform
C) that are critical to the success of an organization
D) that have existed since the organization began
E) all of the choices except that have existed since the organization began
Answer: E

69) What are the disadvantages of using direct observation as a means of collecting job- and performance-related information?
A) it is slow
B) workers may perform differently when they know they are being watched
C) it is potentially less accurate than other methods of collecting data
D) it is costly
E) all of the choices
Answer: E

70) Which of the following is a nonhuman source of job data?
A) job experts
B) videos/films supplied by appliance/machine manufacturers
C) supervisors
D) job incumbent
E) subordinates
Answer: B

71) Job analysis consists of three phases: preparation, collection of job information, and use of job information for improving organizational effectiveness. Which of the following is NOT part of the Use of Job Analysis phase?
A) job performance standards
B) data collection instrument design
C) organization change
D) job specification
E) designing HRIS
Answer: B

72) When creating a job analysis questionnaire, which of the following may be considered under the category of working conditions?
A) recognizable health and safety hazards
B) job design
C) skills and training
D) knowledge
E) all of the choices
Answer: E

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73) What is the definition of competency?
A) communication skills making an employee a strong leader
B) a complete or whole set of skills aligned with successful job performance
C) knowledge, skill, ability, or behaviour associated with successful job performance
D) a set of characters which make an employee competitive
E) a group of leaders within the organization
Answer: C

74) The Psychological States as identified in the Job Characteristics Model are:
A) knowledge of results of work
B) meaningfulness of social interaction
C) responsibility for work outcomes
D) meaningfulness of work
E) all of the choices except meaningfulness of social interaction
Answer: E

75) To improve the work experience in routine jobs, human resource departments often use a combination of job rotation, job enlargement, job enrichment, and employee involvement and work teams. What is the definition of job enrichment?
A) adding more responsibilities and autonomy to a job
B) providing more autonomy, feedback, and task significance to workers
C) adding more tasks to a job to increase the job
D) moving employees from one job to another
E) work that is organized around teams and processes
Answer: A

76) In the context of human resources, what is the acronym NOC for?
A) National Optometrists Conference
B) Norwegian Organic Commission
C) National Occupational Classification
D) National Organizational Classification
E) National Organization of Cosmetologists
Answer: C

77) Industrial engineers study work cycles to determine which job elements can be combined, modified, or eliminated to reduce the overall time needed to perform the task. Task specialization was suggested as a key strategy to improve efficiency. Which of the following is best-suited to task specialization?
A) teaching
B) manufacturing
C) parenting
D) social work
E) nursing
Answer: B

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78) According to SHRM Survey Findings: Job Analysis Activities. December 11, 2014, which are the 3 most popular methods of collecting job- and performance-related information?
A) interviews, focus groups, and questionnaires
B) observation, focus groups, and employee logs
C) employee jobs, interviews, and focus groups
D) questionnaires, employee logs, and observation
E) interviews, questionnaires, and observation
Answer: E

79) Job analysis information is usually sufficient for jobs with which of the following features?
A) performance standards are understood by workers and supervisors
B) performance is quantified
C) performance is measurable
D) performance is supported by multiple certificates and diplomas
E) all of the choices except performance is supported by multiple certificates and diplomas
Answer: E

80) The study of ergonomics is multidisciplinary, using principles from the following fields of study:
A) behaviour sciences
B) physics
C) engineering
D) biology
E) all of the choices
Answer: E

81) Which of the following is NOT part of the duties and responsibilities section on a job analysis form?
A) controlling
B) other management functions
C) planning
D) decision making
E) quick overview
Answer: E

82) Jobs are at the core of every organization's productivity. Which of the following is TRUE about jobs which are not well designed?
A) employee relationships increase
B) profits fall
C) the organization is less able to meet the demands of society
D) employee output suffers
E) all of the choices except employee relationships increase
Answer: E

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83) Which of the following are NOT parts of a job identity?
A) job title
B) status
C) job grade
D) job location
E) promotion schedule
Answer: E

84) A well-crafted job description can also be used for:
A) recognition and rewards
B) selection of office location
C) essential job function analysis
D) compensation
E) all of the choices except selection of office location
Answer: E

85) Which of the following is a result of aging?
A) reduced vision and hearing
B) decrease in several hand functions
C) reduced self esteem
D) lowered muscular strength
E) all of the choices except reduced self esteem
Answer: E

86) Which of the following is true about the job description approval process?
A) supervisors are asked to approve the description
B) job descriptions should be reviewed by selected jobholders and their supervisors
C) supervisor approval serves as a further check on the collection of job analysis information
D) job descriptions affect most human resource decisions
E) all of the choices
Answer: E

87) Which of the following can NOT be used in a competency matrix?
A) leadership
B) communication skills
C) technical expertise
D) creativity
E) sexual orientation
Answer: E

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88) Which of the following is true about job performance standards?
A) they are susceptible to change, based upon an employee's gender
B) once established, they are set and cannot be changed
C) they are used to develop employee recruitment materials
D) they are defined by the Canadian standards association
E) they become objectives or targets for employee efforts
Answer: E

89) The definition of work practices is the set ways of performing work in an organization. Work practices can be the result of:
A) a weak or ineffective human resources department
B) tradition or history
C) the collective wishes of employees
D) unions
E) all of the choices
Answer: E

90) According to the Job Characteristics Model, which of the following are the part of the 5 job characteristics which can result in higher motivation, job satisfaction, and productivity?
A) variety
B) task significance
C) feedback
D) autonomy
E) all of the choices
Answer: E

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