CHAPTER 5: Human Resource Management QUIZ

The following quiz contains 17 different types of questions (true or false, multiple choice, fill-in-the-blank and matching).

1. Recruiting, selecting and training employees is a/an _____ in human capital.
   a) function
   b) cost
   c) investment

2. Which of the following is not a primary function of the Human Resources department?
   a) Occupational health and safety.
   b) Research and Development.
   c) Training and development.
   d) Recruitment.

3. Match the definitions/phrases below to the appropriate words (circle the correct one):
   A. Restructuring department or organisation to adjust to changed environment.
   B. Remuneration and incentive program to reward employees for work performance.
   C. Program/s to monitor skills and improve job performance of employees.
   D. Process of identifying and selecting the most suitable job applicants.

   3.1 Training and development
   3.2 Recruitment and selection
   3.3 Retention and maintenance
   3.4 Change management

4. The profile of the Human Resources Department has been raised because organisations are more aware of the value of human capital.
   a) True
   b) False

5. Organisational _____ affects employee motivation and job satisfaction.
   a) culture or climate
   b) output
   c) structure

6. Employee expectations _____.
   a) cannot conflict with equal employment opportunity
   b) affect motivational levels
   c) must be summarised in the employment contract
   d) will be reflected in remuneration levels

7. Match the definitions/meanings below to the corresponding words (circle the correct one):
   A. Associated with the recognition we receive from others.
   B. Our ability to give and receive from others.
   C. A state where we are free from harm.
   D. Relates to a person achieving their potential.

   7.1 Self esteem
   7.2 Self actualisation
   7.3 Safety
   7.4 Love

8. Occupational health and safety is solely a union function in industrial workplaces.
   a) True
   b) False

9. Herzberg's theory identified hygiene and motivation needs.
   a) True
   b) False
10. **Employee motivation**
   a) does not alter for a specified task  
   b) is independent of job performance levels 
   c) depends solely on the macro environment 
   d) is affected by organisational culture

11. **Employee motivation is a personal issue, internal to each employee.**
   a) True 
   b) False

12. **Match the definitions/meanings below to the corresponding words (circle the correct one):**

   A. A mainly internal driving force affected by external factors.
   B. The degree to which remuneration, working conditions and organisational culture are seen as worthwhile by employees.
   C. What an organisation expects of its workers in return for remuneration and working conditions.
   D. What a worker expects an employer will provide in terms of remuneration, job satisfaction and career path.

   12.1 Employee expectations
   12.2 Employer expectations
   12.3 Job satisfaction
   12.4 Motivation

13. **In Maslow's hierarchy of needs**
   a) physiological needs comprise the first stage 
   b) self-esteem is the first stage 
   c) a fixed period of time is spent at each hierarchical stage 
   d) self-actualisation can only be achieved by strategic managers

14. **In Herzberg's two-factor theory**
   a) hygiene and motivational factors are interrelated and frequently affect each other 
   b) hygiene factors must be managed by frontline managers 
   c) remuneration is a motivator 
   d) motivators are the key to job satisfaction

15. **Corporate governance standards**
   a) are administered by the Australian Stock Exchange 
   b) are primarily determined by senior managers 
   c) frequently conflict with corporate social responsibility 
   d) are specified in a single federal statute

16. **Which of the following is not an indicator of a socially responsible organisation?**
   a) A high percentage of its manufacturing is in low wage countries. 
   b) Monitors environmental effects. 
   c) Has an effective OH and S policy. 
   d) Sets high standards of corporate governance.

17. **Business ethics**
   a) have a direct relationship to profits 
   b) cannot be guaranteed by legislation 
   c) are a source of competitive advantage 
   d) are frequently applied in small scale organisations