

ملحوظة هامة: اسئلة الامتحان ستكون في الموضوعات التالية

Introduction to Human Resource Management

Human Resource Management Strategy and Analysis

Job Analysis and the Talent Management Process

Personnel Planning and Recruiting

Employee Testing and Selection

Interviewing Candidates

Training and Developing Employees

Choose the right answer for each of the following:

1. A line manager's human resource responsibilities most likely include all of the following EXCEPT _____.

- A) maintaining department morale
- B) controlling labor costs
- C) protecting employees' health
- D) marketing new products and services

Answer: D

2. Human resource managers generally exert _____ within the human resources department and _____ outside the human resources department.

- A) line authority; staff authority
- B) staff authority; line authority
- C) functional authority; line authority
- D) staff authority; implied authority

Answer: A

3. All of the following types of information will most likely be collected by a HR specialist through a job analysis EXCEPT.....

- A) Work activities
- B) Human behaviors
- C) Performance standards
- D) Employee benefits options

Answer: D

4. A manager uses the information in a job analysis for all of the following EXCEPT.....

- A) Assessing training requirements
- B) Complying with FCC regulation
- C) Determining appropriate compensation
- D) Providing accurate performance appraisals

Answer: B

5. Which of the following terms refers to hiring workers who have criminal backgrounds without proper safeguards?

- A) employment malpractice

- B) negligent hiring
- C) improper hiring
- D) invalid screening

Answer: B

6. All of the following are measured by aptitude tests EXCEPT _____.

- A) deductive reasoning
- B) numerical ability
- C) temperament
- D) memory

Answer: C

7. As part of the selection process for a position at UPS, Jack has been asked to lift weights and jump rope. Which of the following is most likely being measured by UPS?

- A) interpersonal skills
- B) cognitive skills
- C) physical abilities
- D) achievements

Answer: C

8. On Alicia's first day of work at a software firm, she attended a meeting with the HR manager and other new employees. Alicia learned about employee benefits packages, personnel policies, and the structure of the company. In which of the following did Alicia most likely participate?

- A) recruitment
- B) selection
- C) employee orientation
- D) employee development

Answer: C

9. Tyler, a new accounts representative at Martin Marketing, is learning the job by actually doing job-related tasks such as contacting customers. Tyler is most likely participating in _____.

- A) on-the-job training
- B) socialization
- C) social learning

D) modeling

Answer: A

10. Rebekah was hired soon after graduation and assigned to complete a management trainee program. She will move to various jobs each month for a nine-month period of time. Her employer is utilizing the _____ form of training.

A) job rotation

B) understudy

C) job expansion

D) informal learning

Answer: A

11. John is doing a training method to learn a new job where there are sequence of steps he is supposed to learn step-by-step. This method is called:

A) task analysis

B) job instruction training (JIT)

C) informal learning

D) job rotation

Answer: B

12. Which of the following would most likely occur during the fourth step of the training process?

A) Holding on-the-job training sessions

B) Selecting employees for training

C) Preparing online training materials

D) Asking participants for feedback

Answer: A