

# MANAGEMENT, MARKETING & HUMAN RESOURCES CONCEPTS (591)

—OPEN EVENT—

**REGIONAL – 2016**

**DO NOT WRITE ON TEST BOOKLET**

*TOTAL POINTS* \_\_\_\_\_ (100)

**Failure to adhere to any of the following rules will result in disqualification:**

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than 60 minutes testing time

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*Workplace Skills Assessment Program* competition.

**Identify the choice that best completes the statement or answers the question.**

1. In a \_\_\_\_\_, employees operate remotely from each other and from their managers.
  - a. bureaucratic organization
  - b. fluid organization
  - c. telecommuting center
  - d. virtual workplace
  
2. Which inquiry is unlawful during a pre-employment interview?
  - a. Were you happy in your last job?
  - b. Are you married?
  - c. What are your career goals for the next five years?
  - d. How long did you hold your last job?
  
3. The ability of a carrier to move goods over a specific route or network is the measure of its \_\_\_\_\_.
  - a. accessibility
  - b. dependability
  - c. capability
  - d. load flexibility
  
4. The SWOT analysis examines an organization's \_\_\_\_\_.
  - a. structure, wishes, organization, testing
  - b. strengths, weaknesses, opportunities, threats
  - c. simpatico, workings, occupation, timing
  - d. strengths, wealth, outgoing products, thrust
  
5. A person responsible to perform a variety of HR activities is often called a \_\_\_\_\_.
  - a. HR generalist
  - b. human relations specialist
  - c. personal consultant
  - d. HR specialist
  
6. An application form \_\_\_\_\_.
  - a. provides a record of the applicant's desire to work for the company
  - b. provides basic personal information for applicants who become employees
  - c. provides the interviewer with a profile of the applicant
  - d. all of the above
  
7. The task of recruiting is to \_\_\_\_\_.
  - a. identify the best qualified candidates
  - b. orient new employees to the organization
  - c. attract a pool of qualified applicants
  - d. ensure all OFCCP requirements are fulfilled

8. Who, in an organization, is responsible for an employee's career development?
  - a. The employee's manager
  - b. The company
  - c. The employee
  - d. The HR department
  
9. Span of control is also known as \_\_\_\_\_.
  - a. job rotation
  - b. span of responsibility
  - c. span of management
  - d. job sharing
  
10. The developer of the Theory of Hierarchical Needs is \_\_\_\_\_.
  - a. Herzberg
  - b. Maslow
  - c. McClelland
  - d. McGregor
  
11. Organizational plans that span more than five years are known as \_\_\_\_\_.
  - a. opportunity plans
  - b. long-term goals
  - c. short-term goals
  - d. attainable goals
  
12. What is the name of a legal contract between a buyer and a supplier that lists the characteristics, price, and shipping instructions of the items the supplier will provide?
  - a. invoice
  - b. terms-of-sale
  - c. merchandise plan
  - d. purchase order
  
13. When a task is too time consuming for a manager to handle alone, he or she may \_\_\_\_\_.
  - a. delegate the task
  - b. ask for advice from employees
  - c. perform an audit of the organization
  - d. seek a new job to avoid responsibility
  
14. A group of workers performing very specific tasks or sets of tasks is known as \_\_\_\_\_.
  - a. job depth
  - b. specialization
  - c. management
  - d. job scope

15. A detailed series of related steps or tasks written to implement a policy is called a \_\_\_\_\_.
- policy
  - procedure
  - rule
  - goal
16. In which step of the sale should you learn what the retail customer is looking for in a good or service?
- approaching the customer
  - determining needs
  - presenting the product
  - overcoming objections
17. Ethical behavior can best be described as \_\_\_\_\_.
- employee theft
  - behaving honestly
  - falsifying records
  - lying about hours worked
18. Goods and services that are purchased abroad are called \_\_\_\_\_.
- comparative
  - absolute
  - exports
  - imports
19. When a leader presents group members with a problem situation and asks the group to write down their ideas rather than saying them aloud, he or she is encouraging creativity through \_\_\_\_\_.
- brainstorming
  - brainwriting
  - wish lists
  - multi-dimensional frameworks
20. The communication method that is *most* appropriate for sensitive issues is \_\_\_\_\_.
- verbal
  - written
  - general
  - specific
21. When team members meet together to give feedback on individual performance, they are participating in \_\_\_\_\_?
- shared responsibility
  - leadership
  - consensus
  - goals

22. The approach a company uses to market successfully is known as \_\_\_\_\_.
- marketing tips
  - marketing concepts
  - procedures
  - marketing policies
23. In terms of staffing, the responsibility of line management is \_\_\_\_\_.
- making final decisions on entry-level hires and promotions.
  - doing a job/competency analysis.
  - the development of legally sound performance management systems.
  - investigation of employee complaints.
24. Organizations known for the quality of their products and services strongly believe that \_\_\_\_\_ are the key to those results.
- eminent board members
  - virtual organizations
  - employees
  - outstanding HR managers
25. The HRM responsibility aimed at preserving and enhancing employee job competence is \_\_\_\_\_.
- development
  - staffing
  - retention
  - managing change
26. Companies that outsource work far from their home countries are said to be \_\_\_\_\_.
- offshoring
  - onshoring
  - outsourcing
  - nearshoring
27. Globalization has been encouraged by \_\_\_\_\_.
- the ease of travel and communication
  - the decrease in employees willing to take foreign posts
  - the complexity of matrix organizations
  - a lack of global resources
28. A marketing research study using a \_\_\_\_\_ involves discussions among a small number of consumers led by an interviewer and is designed to generate insights and ideas about products and brands.
- survey
  - long interview
  - projective technique
  - focus group

29. Motivation affects a person's \_\_\_\_\_ of voluntary behavior.
- direction, intensity, and persistence
  - antecedents, consequences and reinforces
  - size, shape and weight
  - aptitudes, abilities, and competencies
30. \_\_\_\_\_ characterizes people who are quiet, shy, and cautious.
- Introversion
  - Openness to experience
  - Conscientiousness
  - Neuroticism
31. Ethics is most closely related to \_\_\_\_\_.
- values
  - locus of control
  - the Myers-Briggs type Indicator
  - personality
32. This law can force a manufacturer to recall a product if found to be impure.
- Federal Food, Drug, and Cosmetic Act of 1938
  - Truth in Lending Act of 1968
  - National Environmental Policy Act of 1969
  - Wheeler-Lea Act of 1938
33. Sales made over the World Wide Web are also known as \_\_\_\_\_.
- Internet dollars
  - Web sales
  - E-commerce
  - Internet exports
34. Employment laws forbid discrimination due to gender, age, religion or national origin. This expectation falls under what heading?
- equity
  - negotiation
  - values
  - respect
35. Which of the following purchases would *most likely* be made with discretionary income?
- food
  - magazine subscriptions
  - clothing
  - an apartment

36. Employers tend to feel the most important selection tool is (are) \_\_\_\_\_.
- the interview
  - reference books
  - tests
  - physical exams
37. Which service providers are *most likely* to bundle-price their services?
- doctors
  - theaters
  - retail stores
  - airlines
38. The Family and Medical Leave Act of 1993 \_\_\_\_\_.
- prevents employers from granting special privileges to female employees that are not made available to male employees
  - requires employers to treat maternity leave the same as other personal or medical leaves
  - requires that employees be given up to 12 weeks family leave without pay upon the birth or adoption of a child
  - all of the above
39. The major limitation to the interview method of job analysis is \_\_\_\_\_.
- it is less accurate
  - it is very time consuming
  - it is a very complex process
  - it is too subjective
40. Friends of employees can be considered what type of recruiting source?
- media source
  - competitive source
  - external source
  - internal source
41. The amount of goods and services available for sale is called \_\_\_\_\_.
- demand
  - reserve
  - supply
  - economy

42. Compared with commercial banks, credit unions generally offer \_\_\_\_\_.
- a. higher interest rates on loans
  - b. fewer financial services
  - c. higher interest on savings
  - d. lower fees and loan rates
43. The person who sets the company's objectives is the \_\_\_\_\_.
- a. product manager
  - b. line manager
  - c. production manager
  - d. chief executive officer
44. The majority of retraining focuses on \_\_\_\_\_.
- a. motivation
  - b. knowledge
  - c. literacy
  - d. skills
45. Organizations strive to retain talented workers in a hot job market by offering employees
- a. coordination of control
  - b. flexible work schedules
  - c. Total Quality Management
  - d. unity of command
46. The fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in cost, quality, and speed is called
- a. reengineering
  - b. Six Sigma
  - c. lead manufacturing
  - d. Total Quality Management
47. The measure of output of goods and services relative to the input of labor, capital, and equipment is known as
- a. quality enhancement
  - b. profits
  - c. productivity
  - d. resources
48. A document sent to other employees within the office is a(n):
- a. agenda
  - b. letter
  - c. interoffice memorandum
  - d. itinerary



49. Staffing is comprised of all the following activities *except*:
- a. identifying work requirements within an organization
  - b. involving employees in business strategies
  - c. recruiting, selecting, and promoting qualified candidates
  - d. determining the number of people and the skills necessary to do the work
50. \_\_\_\_\_ are HR professionals who ensure today and tomorrow's talent, shape the organization, foster communication, and design reward systems.
- a. cultural stewards
  - b. creditable activists
  - c. strategy architects
  - d. organizational designers