**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.**
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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.
	1. bureaucratic organization
	2. fluid organization
	3. telecommuting center
	4. virtual workplace
2. Which inquiry is unlawful during a pre-employment interview?
	1. Were you happy in your last job?
	2. Are you married?
	3. What are your career goals for the next five years?
	4. 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 \_\_\_\_\_\_\_\_\_\_.
	1. accessibility
	2. dependability
	3. capability
	4. load flexibility
4. The SWOT analysis examines an organization’s \_\_\_\_\_\_\_\_\_\_.
	1. structure, wishes, organization, testing
	2. strengths, weaknesses, opportunities, threats
	3. simpatico, workings, occupation, timing
	4. strengths, wealth, outgoing products, thrust
5. A person responsible to perform a variety of HR activities is often called a \_\_\_\_\_\_\_\_\_\_.
	1. HR generalist
	2. human relations specialist
	3. personal consultant
	4. HR specialist
6. An application form \_\_\_\_\_\_\_\_\_\_.
	1. provides a record of the applicant’s desire to work for the company
	2. provides basic personal information for applicants who become employees
	3. provides the interviewer with a profile of the applicant
	4. all of the above
7. The task of recruiting is to \_\_\_\_\_\_\_\_\_\_.
	1. identify the best qualified candidates
	2. orient new employees to the organization
	3. attract a pool of qualified applicants
	4. ensure all OFCCP requirements are fulfilled
8. Who, in an organization, is responsible for an employee’s career development?
	1. The employee’s manager
	2. The company
	3. The employee
	4. The HR department
9. Span of control is also known as \_\_\_\_\_\_\_\_\_\_.
	1. job rotation
	2. span of responsibility
	3. span of management
	4. job sharing
10. The developer of the Theory of Hierarchical Needs is \_\_\_\_\_\_\_\_\_\_.
	1. Herzberg
	2. Maslow
	3. McClelland
	4. McGregor
11. Organizational plans that span more than five years are known as \_\_\_\_\_\_\_\_\_\_.
	1. opportunity plans
	2. long-term goals
	3. short-term goals
	4. 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 \_\_\_\_\_\_\_\_\_\_.

a. policy

b. procedure

c. rule

d. goal

16. In which step of the sale should you learn what the retail customer is looking for in a good or

 service?

a. approaching the customer

b. determining needs

c. presenting the product

d. overcoming objections

17. Ethical behavior can best be described as \_\_\_\_\_\_\_\_\_\_.

a. employee theft

b. behaving honestly

c. falsifying records

d. lying about hours worked

18. Goods and services that are purchased abroad are called \_\_\_\_\_\_\_\_\_\_.

a. comparative

b. absolute

c. exports

d. 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 \_\_\_\_\_\_\_\_\_\_.

a. brainstorming

b. brainwriting

c. wish lists

d. multi-dimensional frameworks

20. The communication method that is *most* appropriate for sensitive issues is \_\_\_\_\_\_\_\_\_\_.

a. verbal

b. written

c. general

d. specific

21. When team members meet together to give feedback on individual performance, they are participating in \_\_\_\_\_\_\_\_\_\_?

a. shared responsibility

b. leadership

c. consensus

d. goals

22. The approach a company uses to market successfully is known as \_\_\_\_\_\_\_\_\_\_.

* 1. marketing tips
	2. marketing concepts
	3. procedures
	4. marketing policies

23. In terms of staffing, the responsibility of line management is \_\_\_\_\_\_\_\_\_\_.

a. making final decisions on entry-level hires and promotions.

b. doing a job/competency analysis.

c. the development of legally sound performance management systems.

d. investigation of employee complaints.

24. Organizations known for the quality of their products and services strongly believe that \_\_\_\_\_\_\_\_\_\_ are the key to those results.

a. eminent board members

b. virtual organizations

c. employees

d. outstanding HR managers

#### 25. The HRM responsibility aimed at preserving and enhancing employee job competence is \_\_\_\_\_\_\_\_\_\_.

a. development

b. staffing

c. retention

d. managing change

#### 26. Companies that outsource work far from their home countries are said to be \_\_\_\_\_\_\_\_\_\_.

a. offshoring

b. onshoring

c. outsourcing

d. nearshoring

#### 27. Globalization has been encouraged by \_\_\_\_\_\_\_\_\_\_.

a. the ease of travel and communication

b. the decrease in employees willing to take foreign posts

c. the complexity of matrix organizations

d. 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.

a. survey

b. long interview

c. projective technique

d. focus group

#### 29. Motivation affects a person's \_\_\_\_\_\_\_\_\_\_ of voluntary behavior.

a. direction, intensity, and persistence

b. antecedents, consequences and reinforces

c. size, shape and weight

d. aptitudes, abilities, and competencies

#### 30. \_\_\_\_\_\_\_\_ characterizes people who are quiet, shy, and cautious.

a. Introversion

b. Openness to experience

c. Conscientiousness

d. Neuroticism

#### 31. Ethics is most closely related to \_\_\_\_\_\_\_\_\_.

a. values

b. locus of control

c. the Myers-Briggs type Indicator

d. personality

32. This law can force a manufacturer to recall a product if found to be impure.

a. Federal Food, Drug, and Cosmetic Act of 1938

b. Truth in Lending Act of 1968

c. National Environmental Policy Act of 1969

 d. Wheeler-Lea Act of 1938

33. Sales made over the World Wide Web are also known as \_\_\_\_\_\_\_\_\_\_.

a. Internet dollars

b. Web sales

c. E-commerce

d. Internet exports

34. Employment laws forbid discrimination due to gender, age, religion or national origin. This expectation falls under what heading?

a. equity

b. negotiation

c. values

d. respect

35. Which of the following purchases would *most* *likely* be made with discretionary income?

a. food

b. magazine subscriptions

c. clothing

d. an apartment

36. Employers tend to feel the most important selection tool is (are) \_\_\_\_\_\_\_\_\_\_.

a. the interview

b. reference books

c. tests

d. physical exams

37. Which service providers are *most likely* to bundle-price their services?

* 1. doctors
	2. theaters
	3. retail stores
	4. airlines

38. The Family and Medical Leave Act of 1993 \_\_\_\_\_\_\_\_\_\_.

a. prevents employers from granting special privileges to female employees that are not made available to male employees

1. requires employers to treat maternity leave the same as other personal or medical leaves
2. requires that employees be given up to 12 weeks family leave without pay upon the birth or

 adoption of a child

1. all of the above

39. The major limitation to the interview method of job analysis is \_\_\_\_\_\_\_\_\_\_.

* 1. it is less accurate
	2. it is very time consuming
	3. it is a very complex process
	4. 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 \_\_\_\_\_\_\_\_\_\_.

a. demand

1. reserve
2. supply
3. economy

42. Compared with commercial banks, credit unions generally offer \_\_\_\_\_\_\_\_\_\_.

a. higher interest rates on loans

1. fewer financial services
2. higher interest on savings
3. 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