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Exam

Name: _____

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

- 1) Human resources management refers to:
A) all managerial activities.
B) concepts and techniques used in leading people at work.
C) concepts and techniques for organizing work activities.
D) management techniques for controlling people at work.
E) the management of people in organizations. 11 _____
- 2) The knowledge, education, training, skills, and expertise of a firm's workers is known as:
A) physical capital.
B) management's philosophy.
C) production capital.
D) human capital.
E) cultural diversity. 21 _____
- 3) Human resources practices that support strategy include:
A) performance management.
B) reward practices.
C) staffing practices.
D) policies and procedures.
E) production scheduling. 31 _____
- 4) A company utilizes a system to measure the impact of human resources which balances measures relating to financial results, customer, internal business processes and human capital management. This system is known as the:
A) HRIS.
B) Human Capital Index.
C) balanced strategy.
D) balanced scorecard.
E) none of the above. 41 _____
- 5) You have been tasked with building employee engagement at the firm you work for. Strategic human resource indicators you would consider implementing include:
A) employee recognition programs.
B) employee recognition programs and management development programs.
C) job design indicators.
D) diversity programs.
E) employee relations activity. 51 _____
- 6) HR department staff members are traditionally involved in key operational responsibilities. Which of the following is *not* operational responsibility?
A) setting goals and objectives.
B) interpreting human rights laws.
C) collecting metrics.
D) studying metrics.
E) interpreting health and safety legislation. 61 _____

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