

Instructions: Answer ALL questions**Time: 45 minutes**

1. All the alternatives listed below are argument advanced in support of the assertion that personnel management is just an old wine in a new bottle called human resource management **except.....**
 - A. both PM and HRM evolved from business strategy.
 - B. both see organizational goal and employee needs as congruent and compatible.
 - C. both recognizes that line managers are primarily responsible for managing people.
 - D. both recognizes the need for placing and developing right people for the right job.
2. At what phase of the human resource planning process is the actual manpower gap and staffing possibilities of an organization revealed?
 - A. Development of action plan phase
 - B. Forecasting demand and supply of employees phase
 - C. Environmental scanning or situational analysis phase
 - D. ~~Balancing supply and demand considerations phase~~
3. You have completed the human resource planning process for University of Cape Coast health facility, but there is a deficit of nurses at the OPD and excess of cleaners at the wards. As a chartered human resource professional; which of the actions listed below will you use to remedy the situation?
 - A. Asking cleaners to do overtime
 - B. Hiring part-time cleaners
 - C. Hiring contract cleaners
 - D. ~~Hiring more nurses and cleaners~~
4. Although the human relation school of thought was undoubtedly instrumental in improving the work environment of many workers, it later failed because of all the following reasons **except**.
 - A. It did not consider the fact that individual workers are unique and complex and thus have different wants and values.
 - B. It ignored performance management, career development and job enrichment.
 - C. Did not recognize the need for both structure and control of employee behaviour.
 - D. ~~All of above.~~

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11. is the degree to which that a test or selection procedure measures qualities that are relatively important.

- A. Reliability
- B. Integrity
- C. Validity
- D. Consistency

12. happens when individuals in similar situations are treated differently and the difference is based on the individual's gender, race, colour, ethnic origin, religion, creed, social or economic status, disability or politics.

- A. Disparate treatment
- B. Adverse impact
- C. Affirmative action
- D. None of the above

13. The Hawthorne studies research was undertaken by Elton Mayo and.....

- A. Fritz Roethlisberger
- B. Frederick Taylor
- C. Fritz Armstrong
- D. Michael Roethlisberger

14. The functions of human resource management include the following except

- A. Determining knowledge, skills and abilities needed for a job.
- B. Overseeing employee transfer.
- C. Follow illegal policies and practices.
- D. Provide employee safety and health and well-being.

15. The practice whereby organization feels that women have been discriminated against for a long time and the way to deal with such problem is to give preference to women is known as.....

- A. Disparate impact
- B. Reverse discrimination
- C. Affirmative action
- D. Past discrimination

16. The knowledge, skills and abilities of a firm's workers is collectively known as.....

- A. Human capital
- B. Competencies
- C. Resources
- D. Values

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5. The process of anticipating an organisation's future human resource needs and then developing action plans for fulfilling identified needs is termed as

- A. human resource development.
- B. human resource management.
- C. ~~human resource planning.~~
- D. ~~human resource relations.~~

6. The three phases of the recruitment process are:

- A. planning, implementing and evaluating
- B. ~~planning, implementing and screening~~
- C. planning, implementing and enrichment
- D. planning, screening and evaluating

7. Which era in the evolution of the HRM stressed on using one best way of doing a job?

- A. Craft system
- B. ~~Human relation~~
- C. Scientific management
- D. Behavioural science

8. Which of the following refers to the increasing removal of barriers to the movement of people goods, service, information and funds across geographical boundaries?

- A. Outsourcing
- B. Co-operations
- C. ~~Globalisation~~
- D. Bilateral trade

9. is an attempt by employers to analyze their employment policies and develop an action to correct or redress discrimination in the past.

- A. Reverse discrimination
- B. Past discrimination
- C. Disparate treatment
- D. Adverse impact

10. A group of two or more individual jobs with similar traits is known as

- A. job family
- B. position
- C. task
- D. responsibilities

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17. The right of all people to seek and work in an environment that allows them to advance in their career on the basis of merit is known as

- A. Equal employment qualification
- B. Equal employment opportunity
- C. Bona-fide occupational qualification
- D. Equal workforce opportunity

18. Which section of the Ghana's Labour Act define sexual harassment as "any unwelcome, offensive, or importunate sexual advances or request made by an employer or superior officer or co-worker, whether the worker is a man or woman.

- A. 715
- B. 175
- C. 571
- D. 651

19. Quantitative techniques to forecasting include all of the following **except**

- A. trend analysis.
- B. ratio analysis.
- C. the nominal group technique.
- D. regression analysis.

20. The personnel management era was mostly associated with

- A. Corporate contribution approach
- B. Employee benefit approach
- C. Book-keeping approach
- D. Health and safety approach

21. A written statement of what the jobholder actually does, how he or she does it, and under what conditions the job is performed, is known as

- A. Job specification.
- B. Job description.
- C. Job standards.
- D. Job evaluation.

22. The job identification section of a job description includes which of the following?

- A. Relationships
- B. Job title
- C. Job summary
- D. Working conditions

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