

[Dashboard](#) / [My courses](#) / [春学期・通年](#) / [E16001](#) / HRM Mid-term examination (May 23rd)  
/ [HRM Mid-term examination May 23rd \(Mon.\)](#)

**Started on** Monday, 23 May 2022, 11:00 AM

**State** Finished

**Completed on** Monday, 23 May 2022, 12:02 PM

**Time taken** 1 hour 1 min

**Grade** 78.00 out of 100.00

Question **1**

Correct

Mark 2.00 out of 2.00

Choose the appropriate term from the given options that matches the descriptions.

When a vacancy becomes available in an organization, the tasks and skills required for the position are identified. It is important as it can be used to identify whether a vacancy needs to be filled or whether the tasks and duties can be redistributed to other staff.

- ☐ a. Job evaluation
- ☐ b. Job description
- ☒ c. Job analysis
- ☐ d. Job requirement



The correct answer is:

Job analysis

Question **2**

Correct

Mark 2.00 out of 2.00

A document that states the skills and qualifications needed to do the job. These skills and qualifications can be listed as either essential or desirable.

- ☐ a. Competencies
- ☐ b. Job analysis
- ☒ c. Person specification
- ☐ d. Job description



The correct answer is:

Person specification

## Question 3

Correct

Mark 2.00 out of 2.00

The work is contracted to a specialist organisation, such as a facilities maintenance company, or to an agency, which will deal with a large number of unskilled or semi-skilled operations and which will recruit, train and supervise the staff itself.

- ☐ a. Shared services
- ☒ b. Outsourcing
- ☐ c. Outplacement
- ☐ d. Strategic business partner



The correct answer is:  
Outsourcing

## Question 4

Correct

Mark 2.00 out of 2.00

A service provided by some organisations to help a terminated employee transit to new jobs, which are paid by the former employer. The service includes practical advice, training materials and workshops.

- ☐ a. Shared services
- ☐ b. Strategic business partner
- ☐ c. Outsourcing
- ☒ d. Outplacement



The correct answer is:  
Outplacement

## Question 5

Incorrect

Mark 0.00 out of 2.00

Organisational policies and practices designed to meet the diverse needs of employees, and create an environment that encourages employees to remain employed.

- ☒ a. Empowerment
- ☐ b. Employee relations
- ☐ c. Employee retention
- ☐ d. Recognition program



The correct answer is:  
Employee retention

## Question 6

Correct

Mark 2.00 out of 2.00

A term used to describe relations between employers and employees. It replaces the term industrial relations, which covers much more than just the collective relationships between employers and their workforce.

- ☐ a. Employee retention
- ☐ b. Recognition program
- ☐ c. Empowerment
- ☒ d. Employee relations



The correct answer is:  
Employee relations

Question **7**

Incorrect

Mark 0.00 out of 2.00

An organization tells some of its employees to leave because their jobs are no longer necessary or because the organization can no longer afford to pay them.

- ☐ a. Redundancies
- ☐ b. Dismissal
- ☐ c. Retirement
- ☒ d. Lay off

✗

The correct answer is:  
Redundancies

Question **8**

Incorrect

Mark 0.00 out of 2.00

An employer asks employees to stay at home or take unpaid leave when s/he temporarily cannot give them paid work - as long as the employment contract allows this.

- ☐ a. Retirement
- ☒ b. Redundancies
- ☐ c. Lay off
- ☐ d. Dismissal

✗

The correct answer is:  
Lay off

Question **9**

Incorrect

Mark 0.00 out of 2.00

People who identify and solve new problems, analysing, manipulating and communicating, often working in small teams or alone.

- ☒ a. Specialists
- ☐ b. Knowledge workers
- ☐ c. Manual workers
- ☐ d. Personal services

✗

The correct answer is:  
Knowledge workers

Question **10**

Incorrect

Mark 0.00 out of 2.00

People who do jobs that computers cannot yet do (not even robots) because they require human beings with their value coming from human touch, care and attentiveness.

- ☐ a. Knowledge workers
- ☐ b. Specialists
- ☐ c. Personal services
- ☒ d. Manual workers

✗

The correct answer is:  
Personal services

Question **11**

Incorrect

Mark 0.00 out of 2.00

Performance appraisal method that combine elements of the traditional rating scale and critical incident methods; but each examples is given separate rating and the overall rating is an average of the ratings.

- ☐ a. Aptitude test
- ☐ b. Behavioural Observation Systems (BOS)
- ☒ c. Behaviourally Anchored Rating System (BARS)
- ☐ d. Psychometrics

✗

The correct answer is:

Behavioural Observation Systems (BOS)

Question **12**

Correct

Mark 2.00 out of 2.00

A type of psychological questionnaire that are designed to measure the more permanent emotional tendencies people have.

- ☒ a. Personality test
- ☐ b. Aptitude test
- ☐ c. Ability test
- ☐ d. Intelligence test

✓

The correct answer is:

Personality test

Question **13**

Correct

Mark 2.00 out of 2.00

A test of how well a person can learn or acquire skills or abilities.

- ☐ a. Personality test
- ☐ b. Intelligence test
- ☒ c. Aptitude test
- ☐ d. Ability test

✓

The correct answer is:

Aptitude test

Question **14**

Correct

Mark 2.00 out of 2.00

Choose the appropriate approach that managers can adopt to industrial relations and HRM, when Industrial relations are low, but Human resource management is high.

- ☒ a. Individualised HRM
- ☐ b. Traditional collectivism
- ☐ c. Black hole
- ☐ d. New realism



The correct answer is:  
Individualised HRM

Question **15**

Correct

Mark 2.00 out of 2.00

When Industrial relations are high as well as HRM.

- ☐ a. Individualised HRM
- ☐ b. Black hole
- ☐ c. Traditional collectivism
- ☒ d. New realism



The correct answer is:  
New realism

Question **16**

Correct

Mark 4.00 out of 4.00

Fill in X in the description with the appropriate term.

There are two main purposes driving performance management: X, which serves lead and control; the other is cultural, that aims to lead and influence employees' behaviours.

Answer: operational



The correct answer is: operational

Question **17**

Correct

Mark 4.00 out of 4.00

In the selection process, X involves reducing the number of applications received down to an appropriate sized list of candidates to be invited for interview.

Answer: Short-listing



The correct answer is: shortlisting

Question **18**

Correct

Mark 4.00 out of 4.00

The proportion of a workforce that leave during a period of time (usually one year) is called Labour X.

Answer: Turnover



The correct answer is: turnover

Question **19**

Correct

Mark 4.00 out of 4.00

X are used for selection, as well as diagnosing the training and development needs of individuals, especially those in positions of authority; as a general tool to improve team-working within a department; and to assess the special needs of those employees who can be identified as potential high-performers. The process can take place over a day or more.

Answer: Assessment centres



The correct answer is: Assessment centres



Question **20**

Correct

Mark 4.00 out of 4.00

In the past, national bargaining was an important feature of industrial relations where agreements reached between employers' organisations and trade unions set the pattern for subsequent deals made locally. There are number of strategies for management to consider in the field of the employment relationship. A X approach emphasises that the organization and its employees have a common goal and that all employees benefit from the successes the organization can achieve. On the other hand, pluralist approach recognises that organisations contain a variety of sectional groups who legitimately seek to express divergent views. The resulting conflict is inevitable and the task of management is to establish a series of structures and procedures in which conflict is institutionalised and a negotiated order is established.

Answer: Unitary approach



The correct answer is: Unitary

Question **21**

Correct

Mark 4.00 out of 4.00

A dismissal could be 'X dismissal' if the employer does not have a good reason for dismissing an employee, or the company doesn't follow its formal disciplinary or dismissal process.

Answer: unfair



The correct answer is: unfair

Question **22**

Correct

Mark 4.00 out of 4.00

Ulrich proposed so-called 'three -legged stool' to analyse the structure of the HR department. The HR department moves from a monolithic, centralised whole to one that is separated, yet integrated with the business organisation. One of the three legs, X is the 'transactional' area where routine work takes place and policies are applied consistently.

Answer: shared services



The correct answer is: Shared service

Question **23**

Correct

Mark 4.00 out of 4.00

X is a central service where small teams of professionals with expertise in strategy and specific functional areas provide advice to the rest of the organisation.

Answer: Centres of expertise



The correct answer is: Centres of expertise

Question **24**

Correct

Mark 4.00 out of 4.00

There are various ways to make salary structures in companies. Under a traditional salary structure, based on narrow grades, employees would be appointed at or towards the bottom of the salary range for the grade and would move up the grade through increments, usually paid on an annual basis. An alternative approach is to implement a job evaluated salary structure that is based on the X concept. With this concept, a set of generic titles, such as manager, supervisor, operative, clerk, are gathered into one large group. This allows all of the employees in an organization to fit into a salary structure, which may have as few as four or five groups.

Answer: Broad banding



The correct answer is: broad-banding

Question **25**

Correct

Mark 4.00 out of 4.00

Herzberg's well-known two-factor theory distinguished between X factors and satisfiers. X factors include pay, company policy method of supervision and administration, all of which he called extrinsic factors. They rarely, in themselves, motivate employees to work harder or better but can cause the employee to work less hard if they are not satisfied.

(The same term should be filled in the above two X.)

Answer: maintenance



The correct answer is: Hygiene

Question **26**

Correct

Mark 3.00 out of 3.00

When a company has decided that a vacancy exists, the specific details of the position need to be agreed. Choose the appropriate sequence (Stage 1->Stage 2-> Stage 3) for the following actions (A, B, and C) the company needs to take.

- A. Agreeing a summary of the work and its key features
- B. Deciding on the terms and conditions of the post, including hours of work, salary, and benefits.
- C. Investigating the nature of the work and its key features

- ☐ a.  $C \Rightarrow B \Rightarrow A$
- ☒ b.  $C \Rightarrow A \Rightarrow B$
- ☐ c.  $B \Rightarrow A \Rightarrow C$
- ☐ d.  $A \Rightarrow B \Rightarrow C$



The correct answer is:

$C \Rightarrow A \Rightarrow B$

Question **27**

Incorrect

Mark 0.00 out of 2.00

During the eight main selection processes, when will references be obtained?  
Choose the appropriate timing from the given options.

- ☐ a. Before offering the position
- ☐ b. After shortlisting
- ☐ c. Before organising the induction process
- ☒ d. Before interviewing the candidates



The correct answer is:

Before offering the position

Question **28**

Correct

Mark 1.00 out of 1.00

Job description comes in many shapes and sizes. Choose the correct answers which are the essential ingredients of every job description.

The overall purpose of the job

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question **29**

Correct

Mark 1.00 out of 1.00

Former employer(s)

Select one:

- ☐ True
- ☒ False ✓

The correct answer is 'False'.

Question **30**

Incorrect

Mark 0.00 out of 1.00

Educational attainments

Select one:

- ☒ True ✗
- ☐ False

The correct answer is 'False'.

Question **31**

Correct

Mark 1.00 out of 1.00

The staff who are responsible to the job holder

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question **32**

Correct

Mark 1.00 out of 1.00

Job location

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question **33**

Incorrect

Mark 0.00 out of 1.00

An interview has been the traditional and important method of selection for decades. Choose the behaviours and actions of interviewers to conduct good interviews.

Make decisions before the interview takes place.

Select one:

- ☒ True ✗
- ☐ False

The correct answer is 'False'.

Question **34**

Correct

Mark 1.00 out of 1.00

Have an interview structure.

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question **35**

Incorrect

Mark 0.00 out of 1.00

Read the candidate's resume and print out a copy for reference during the interview.

Select one:

- ☐ True
- ☒ False ✗

The correct answer is 'True'.

Question **36**

Correct

Mark 1.00 out of 1.00

Always believe that you are very good at interviewing.

Select one:

- ☐ True
- ☒ False ✓

The correct answer is 'False'.

Question **37**

Correct

Mark 1.00 out of 1.00

Choose the question wisely and carefully.

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question **38**

Correct

Mark 1.00 out of 1.00

Identify the program which can be categorized as a direct reward.

Career development

Select one:

- ☐ True
- ☒ False ✓

The correct answer is 'False'.

Question **39**

Correct

Mark 1.00 out of 1.00

Flexible benefits

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.

Question **40**

Correct

Mark 1.00 out of 1.00

Cultural satisfaction

Select one:

- ☐ True
- ☒ False ✓

The correct answer is 'False'.

Question **41**

Correct

Mark 1.00 out of 1.00

Security

Select one:

- ☐ True
- ☒ False ✓

The correct answer is 'False'.

Question **42**

Correct

Mark 1.00 out of 1.00

Incentive schemes

Select one:

- ☒ True ✓
- ☐ False

The correct answer is 'True'.



Question **43**

Complete

Mark 2.00 out of 4.00

List two advantages of the performance-related pay scheme.

Plenty of Compensation

Positive Motivation

Question **44**

Complete

Mark 3.00 out of 6.00

List three advantages of the 360-degree feedback scheme.

1) It gives leaders and employees more authority.

2) Lowers employee and leader turnover.

3) It improves accountability.

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