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| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 1. Human resource (HR) managers can nurture human investment so that it yields the highest possible return by \_\_\_\_\_. |
| 2. In 2011 and 2012, many economists were concerned about a jobless recovery because: |
| 3. Which of the following is a major challenge faced by most human resources departments? |
| 4. In the context of employee selection, many companies use \_\_\_\_\_ simply as an initial screening mechanism. |
| 5. \_\_\_\_\_ refer to noncash compensation, including programs such as health insurance, vacation, and childcare. |
| 6. In the context of a complete human resource (HR) plan, once you have a pool of qualified candidates, your next step should ideally be \_\_\_\_\_. |
| 7. One of the first steps in the human resource (HR) planning process should be: |
| 8. Only those who have a degree in business or marketing are eligible to apply for the position of content marketer at Amberfite, a public relations firm. In the context of human resource (HR) planning, which of the following concepts does this scenario best illustrate? |
| 9. In the context of employee selection, many managers use a(n) \_\_\_\_\_ as a get-to-know-you session rather than focusing on the needs of the position. |
| 10. At Nanclet, a market research firm, whenever a particular team needs to hire people, the human resource (HR) department conducts the external recruitment processes for them. The HR department also furnishes the recruiters of the recruiting team with a list of questions they are expected to ask all the job applicants, irrespective of the applicants' work experience. In the context of employee selection, this scenario best illustrates \_\_\_\_\_. |
| 11. Whenever there are job vacancies in the marketing department of Sporlishk, a sports goods manufacturer, the eligible field marketing employees of the company are given physical application forms to apply for those jobs. In the context of human resource (HR) planning, this scenario best illustrates \_\_\_\_\_. |
| 12. Randy, the production manager at a computer hardware manufacturing company, is never satisfied with the productivity of his workers even when they meet or exceed production targets. Hence, he gives equally bad ratings to almost all the factory workers. In the context of performance appraisals, which of the following does this scenario best illustrate? |
| 13. Jorge is unable to attend office because of poor health conditions. Therefore, Jorge's employer gives him the option to work from home, provided he is connected to the company's internal portal during working hours and he achieves his daily targets before 5:00 p.m. In the context of employee benefits, this scenario exemplifies \_\_\_\_\_. |
| 14. Candidates who apply for jobs at Susrett, a cell phone manufacturing company, check discussions on the Internet to find out the regular set of questions that the recruiters ask during the recruitment process. A lot of job applicants who apply for jobs at Susrett, therefore, find it easy to answer the questions because the interviewers ask the same set of questions. In the context of employee selection, this scenario most likely illustrates \_\_\_\_\_. |
| 15. The term \_\_\_\_\_ refers to policies meant to increase employment and educational opportunities for minority groups. |