**Chapter 19**

1. Adding employees   
   A. decreases the amount of work that can be done.  
   B. reduces the legal requirements faced by an employer.  
   C. increases the demands on the owner.  
   D. increases the business's profitability.
2. When you hire employees, typically, a probationary period lasts   
   A. 180 days.  
   B. 90 days.  
   C. 30 days.  
   D. 1 year.
3. Which among the following federal employment laws requires the payment of same wages to males and females for work requiring equal skill, effort, and responsibility in similar working conditions?   
   A. Fair Labor Standards Act  
   B. Immigration Reform and Control Act of 1986  
   C. Worker Adjustment and Retraining Notification Act  
   D. Executive Order No. 11246
4. The\_\_\_\_\_ requires employers to complete I-9 forms for each employee.   
   A. Fair Labor Standards Act  
   B. Title VII of the Civil Rights Act of 1964  
   C. Worker Adjustment and Retraining Notification Act  
   D. Immigration Reform and Control Act of 1986
5. The Family and Medical Leave Act requires employers to give employees up to \_\_\_\_\_weeks leave, paid or unpaid, without loss of position, seniority, or benefits, for a qualifying condition or event.   
   A. 4  
   B. 6  
   C. 8  
   D. 12
6. Which among the following is a method that has traditionally been used by businesses to hire employees?   
   A. Employee referral  
   B. Internet recruitment  
   C. Help wanted ads  
   D. Career service offices
7. \_\_\_\_\_ is an underused, low-cost method which rewards your employees for recommending potential candidates that would be a great fit.   
   A. Networking  
   B. Employee referral  
   C. Internet recruiting  
   D. Outsourcing
8. \_\_\_\_\_ are jobs in businesses offered to students, arranged through universities.   
   A. Assignments  
   B. Careers  
   C. Internships  
   D. Referrals
9. Which among the following statements is true regarding virtual employees in small businesses?   
   A. In the small business, virtual employees are not hired as full-time employees.  
   B. Small business owners who work with virtual employees have to deal with taxes, unemployment insurance, sick leave, vacation pay, and benefits.  
   C. Small business owners are required to provide additional office space for their virtual employees.  
   D. Small business owners are responsible for the development and supervision of their virtual employees.
10. Consider these alternative methods to hire an employee at no cost if your budget does not allow for a paid employee EXCEPT   
    A. volunteers.  
    B. barter.  
    C. virtual employees.  
    D. internships.
11. Which of these is the first step in crafting a job description?   
    A. Job overview  
    B. Duties and responsibilities  
    C. Job title  
    D. Credentials and experience
12. When recruiting, once a job description is prepared, the next step is to   
    A. develop questions for interviewing.  
    B. create a job analysis.  
    C. prepare a training module for employees.  
    D. create a Web site.
13. In evaluating potential employees, a small business owner   
    A. should hire a moderately qualified person in case filling the position is an urgent requirement.  
    B. should ensure that only a single interviewer meets with a candidate in order to avoid conflicting evaluations.  
    C. should design interview questions such that "yes" or "no" answers are not applicable.  
    D. should accept the candidate's word that he or she possesses a certain skill or knowledge base.
14. Which among the following is an on-the-job training method?   
    A. Lectures  
    B. Case studies  
    C. Coaching  
    D. Role playing
15. Which of these is a suggested guideline for training?   
    A. It should be provided only at the initial stage of employment.  
    B. Employees should practice what they have learned on their own time.  
    C. Have employees sign long-term contracts so they do not leave after receiving training.  
    D. Think of it as an investment.
16. Which of these factors was least important to employees, according to Jill Kickul's research?   
    A. Work facilitation  
    B. Benefits  
    C. Rewards and opportunities  
    D. Autonomy and growth
17. \_\_\_\_\_ refers to the concept that key employees should be able to see and understand a firm's financials, that they should have a part in moving the numbers in the right direction, and that they should have a direct stake in the strategy and success of the firm.   
    A. Open-book policy  
    B. Autonomy  
    C. Work facilitation  
    D. Psychological contract
18. . Sharing ideas, working toward a common goal, analyzing one another's work, and communicating cross functionally are related to   
    A. training.  
    B. teamwork.  
    C. recognition.  
    D. work facilitation.
19. . There are two parts to a formal performance appraisal:   
    A. the self-appraisal and the review by the supervisor.  
    B. the internal review and the external review.  
    C. the review of past accomplishments and the setting of future objectives.  
    D. the performance review and the pay review.
20. One of the first steps in developing a compensation plan is   
    A. to determine your organization's salary philosophy.  
    B. to develop a job description.  
    C. to create job analysis.  
    D. to pay an above-market salary to create loyalty.
21. All of the following are examples of long term incentives to employees that help retain valuable team members EXCEPT   
    A. profit-sharing plans.  
    B. stock options.  
    C. stock grants.  
    D. employee bonuses.
22. The rule of thumb is that perks like these should take no more than \_\_\_\_\_of the annual personnel budget.   
    A. 3 percent  
    B. 5 percent  
    C. 7 percent  
    D. 10 percent

**Scenario: Handy Hardware**  
Uncle Bob has been running the Handy Hardware Store for a few years now. As the business grew, he had been thinking about getting help. So far he had run the business by himself but now he feels that it might be time to bring other people onboard to help.

1. Uncle Bob can hire an individual with a probationary period. This probationary period typically lasts   
   A. 30 days.  
   B. one year.  
   C. six weeks.  
   D. 90 days.
2. 91. To really understand what he wants the person hired to do, Uncle Bob needs to develop a \_\_\_\_\_ which defines and discusses all the essential knowledge, skills, and abilities that are needed to fill the position.   
   A. job description  
   B. job analysis  
   C. job prospect  
   D. job training
3. Which of these is the first step Uncle Bob needs to start with, in crafting a job description?   
   A. Duties and responsibilities  
   B. Job training  
   C. Job overview  
   D. Job title