

## PME 602 J20 Final Exam Study Guide

**1. Which of the following is true of a mediator?**

- a. S/he provides inside information about the employees to management
- b. S/he represents management during the collective bargaining process
- c. S/he has the formal authority to act as a facilitator and go-between in negotiations
- d. S/he is a critical friend in the collective bargaining process
- e. S/he has no formal authority but rather acts as a facilitator and go-between in negotiations

**2. Although the rate of inflation is 2 %, Kayla receives a 6 % raise in salary. She is dissatisfied with her salary increase due to Bob's 9 % increase. Kayla would contest that there is a lack of:**

- a. Perceptual justice
- b. Gender fairness
- c. Procedural gender inequality
- d. All of the above
- e. none of the above

**3. The extent to which the performance measure gives guidance to employees about what is expected of them is called:**

- a. Reliability
- b. Validity
- c. Specificity
- d. Acceptability

**4. In cafeteria style plans, adverse selection can be controlled by:**

- a. Using a limited set of packaged options
- b. Removing the limitations on coverage amounts
- c. Increasing the choices that cater to individual needs
- d. Pricing benefits by selection

**5. Sam Jones was terminated from his job with no explanation or consideration of why he was let go. It is likely that Sam has not experienced:**

- a. Procedural justice
- b. Outcome fairness
- c. Interactional justice
- d. Alternative dispute resolution
- e. Regional justice

**6. Voluntary turnover of employees is:**

- a. Not strongly related to job satisfaction
- b. A costly and disruptive phenomenon for organizations
- c. An example of a behavior change
- d. An example of psychological withdrawals

**7. Job withdrawal is:**

- a. The loss of jobs within an organization due to adverse economic forces
- b. A set of behaviors that dissatisfied individuals enact to avoid the work situation
- c. The retracting of a job offer following the results of the pre-employment physical
- d. A change in employee attitude, causing the employee to be less committed to his or her job

**8. After giving Mark the news of his termination, Derek & Co. immediately had its security guard escort him out of the building with his personal items gathered in a cardboard box. The lack of which determinant of interaction justice is visible?**

- a. Social sensitivity
- b. Explanation
- c. Consideration
- d. Empathy
- e. Ethicality

**9. An individual who was born in France and is currently working in Peru for a company headquartered in Germany is called a(n):**

- a. Parent-country national
- b. Host-country national
- c. Home-country national
- d. Third country national
- e. Governing- country national

**10. Skill-based pay systems generally are not appropriate for organizations that:**

- a. Desire worker flexibility
- b. Rely on market-based rates
- c. Emphasize decentralization of decision making
- d. Desire a climate of learning

**11. The three components of job satisfaction are:**

- a. Compensation, working conditions, and peer support
- b. Values, perceptions, and importance of individual views
- c. Job involvement, organizational commitment, and job withdrawal
- d. Physical environment, social environment, and the person

**12. Organizations that foster team building both on and off the job attempt to reduce dissatisfaction caused by:**

- a. Behavior settings
- b. The social environment
- c. Organizational roles
- d. Organizational tasks

**13. Skill-based and competency-based approaches have all but one of the following potential disadvantages. Name the exception:**

- a. Increased bureaucracy
- b. The challenge an organization faces in terms of using new skills effectively
- c. Decreased worker flexibility
- d. Employees "topping out"

**14. When compared to traditional labor relations, transformation labor relations lead to:**

- a. Lower productivity
- b. Job removal because of adverse relationships
- c. Lower organization effectiveness
- d. Lower costs
- e. Increased product quality

**15. The pay system that motivates performance by measuring physical output is:**

- a. Profit sharing
- b. A seniority system
- c. A merit system
- d. An individual incentive system

**16. Of the following pay programs, the weakest link between employees' performance and their earnings is found in:**

- a. Individual incentive plans
- b. Merit pay plans
- c. Profit-sharing plans
- d. Group incentive plans

**17. The workers' compensation cost to an employer is based on all of the following except:**

- a. The type of occupation
- b. The employer's profitability
- c. The employer's experience rating
- d. Location

**18. Lately, Laura has been performing below job expectations. Although she is physically present at her workplace, her mind is engaged in thoughts of better jobs. This is an example of:**

- a. Physical withdrawal
- b. Physiological withdrawal
- c. Psychological withdrawal
- d. Change behaviors
- e. Task-based withdrawal

**19. Which of the following is not a type of defined contribution pension plan?**

- a. A money purchase plan
- b. A profit-sharing plan
- c. A gain sharing plan
- d. An employee stock option plan

**20. Rapid Flow Systems is an online security company headquartered in Mexico. The company is planning to open a facility in the United States. As a result , Rapid Flow Systems would become a(n):**

- a. Universal organization
- b. Global organization
- c. Governing organization
- d. All of the above
- e. None of the above

**21. Which of the following is true regarding the current trends in union membership and coverage?**

- a. They show increasing influence on the national and international political stage
- b. Co-determination is an integral part of the labor-relationship in the United States
- c. Labor relations has a long history in the United States
- d. Members change employers more frequently than in other types of unions
- e. Union membership and coverage is declining in the US in the private sector.

**22. Which of the following is true of labor relations in the public sector?**

- a. Membership has declined steadily since the 1990's
- b. Executive order 10988 outlaws unions
- c. It is the most formal impasse resolution procedure
- d. Strikes are legal at the federal level and in all states
- e. Union growth in the public sector has occurred in the service industry and among white-collared employees

**23. Which of the following is an essential component of total pay packages:**

- a. Base salary
- b. Tax equalization allowances
- c. Benefits and allowances
- d. All of the above

**24. The Hofstede's dimension that deals with the degree to which a culture prefers structured over unstructured conditions is:**

- a. Power distance
- b. Individualism
- c. Risk aversion
- d. Uncertainty avoidance

**25. Countries with which kind of cultural dimension tend to have the flattest salary structures?**

- a. Long-term oriented
- b. Short-term oriented
- c. Individualistic
- d. Collectivist

**26. The total compensation plan that equalizes the purchasing power of the expatriate manager with that of employees in similar positions in the home country and provides incentives to offset the inconvenience incurred in the location is known as:**

- a. The home-country approach
- b. The balance-sheet approach
- c. The equalization approach
- d. The host-country approach

**27. \_\_\_\_\_ refers to the fact that HRM decisions must be made from a global rather than a national or regional perspective:**

- a. Transnational standardization
- b. Transnational process
- c. Transnational practices
- d. Transnational scope
- e. Transnational representation

**28. \_\_\_\_\_ show the types of data used within a business function and the relationship among the different types of data.**

- a. Focus groups
- b. Scenario analyses
- c. Cost-benefit analyses
- d. Data-entry relationship diagrams

**29. A recent trend in HR that is consistent with a total quality management philosophy emphasizes:**

- a. Efficiency in delivering programs
- b. Cost reduction of HR functions
- c. Functional approaches in delivering HR programs
- d. A customer-oriented approach in delivering HR programs

**30. A US executive is being sent to Germany. The executive's base salary is fixed at 10,000 Euros / month. The executives' pay will suffer a pay cut if:**

- a. Taxation in Germany is less compared to the U.S
- b. Euro appreciates in value against the US dollar
- c. Fixed exchange rates are used in Germany
- d. Germany has free trade agreement with the US
- e. US dollar appreciates in value against the Euro

**31. Decision support systems refers to :**

- a. Systems that allow users to see how outcomes change when assumptions or data change
- b. Computations and calculations used to review and document human resources decisions and practices
- c. Systems that recommend actions the user can take based on the information provided
- d. The set of topics on which human resource information system collects and maintains information

**32. Which one of the following is true about client-server architecture?**

- a. It allows file to be linked by common elements such as identification number or location
- b. It allows information to be stored in separate files, which look like tables
- c. It allows users to organize data in a relatively easier way
- d. It is housed on the world wide web and requires a URL
- e. It provides a means of consolidating data and applications into a single system

**33. The Individualism-collectivism describes:**

- a. How a culture deals with hierarchical relationships
- b. The unequal distribution of power within a society
- c. How cultures seek to deal with the fact that the future is not perfectly predictable
- d. The strength of the relationships between members of the society
- e. Division of gender roles within the society

**34. Which of the following HR practices is least likely to be found in collective cultures such as Japan?**

- a. Employee Assistance Programs
- b. Participative management practices
- c. Employee incentives
- d. Project based organizational structures
- e. Tax structures that strengthen social responsibility

**35. The employment-at-will doctrine:**

- a. Has become more influential in recent years
- b. Has more legal consequences in voluntary turnover than involuntary turnover
- c. Implies separation despite an existing contract
- d. Allows employer discharge at will without sufficient reason
- e. None of the above

**36. Which of the following represents the role of a strategic advisor?**

- a. Sharing the people expertise as part of the decision-making process
- b. Sharing the people expertise as part of the decision-making process
- c. Helping the executive team see the importance of talent
- d. Meeting with director reports to provide guidance and check on progress
- e. Ensuring that the HR function aligns its activities and priorities toward the needs of the business

**37. Which of the following is true about the impact of technology on HR functions involving compensations and rewards ?**

- a. Increases pay for employees
- b. Reduces time spent on performance plans
- c. Reduces potential conflict between employees and managers
- d. Considers employee views on linkages between performance and pay
- e. None of the above

**38. Brenda, an HR manager at Dock and Cradle Co., has recently been promoted. Her new role entails engaging with the board of directors, performance of other members of the executive team and CEO succession. Which of the following is Brenda's new role?**

- a. Representative of the firm
- b. Liaison to the board
- c. Leader of the HR function
- d. Strategic advisor
- e. Workforce Sensor

**39. Which of the following is true about expert systems?**

- a. The systems give rise to errors resulting from fatigue
- b. The systems include a user interface that gathers and gives information to the user
- c. The systems include an expert at the controls
- d. The systems results in increased costs
- e. The systems lack a knowledge base to contain facts about specific subjects

**40. Which of the following is characteristic of profit-sharing programs?**

- a. Employers are encouraged to think like employees
- b. Organizations feel the need to rely on layoffs during tough times
- c. Payments do not become part of the base pay in such programs
- d. Labor costs automatically increase during difficult economic times
- e. Employees self-interest is encouraged when using such plans

**41. Workers are eligible for unemployment benefits if they:**

- a. Voluntarily quit a job
- b. Are out of work because of labor disputes
- c. Were discharged for cause
- d. Have been working for at least one year
- e. Have not registered at the unemployment bureau

**42. A major advantage of flexible spending accounts is:**

- a. Dependent care expenses are covered
- b. Unused funds revert to a 401 K
- c. Unused funds revert to the employer
- d. It is regulated by the employer
- e. None of the above.

**43. Which one of the following has been an underlying reason for growth in benefits over time?**

- a. The tax treatment of benefits programs is favorable for employers than the tax treatment of wages and salaries
- b. The similarity in benefits provided to all employees to avoid differentiation
- c. The fall of organized labor from 1930 through 1950
- d. The cost advantage that groups typically receive vs. individuals
- e. The range of benefits changed relative to change in wages and price controls

**44. Xavier is an HR generalist for an " IT" firm. His responsibilities also include performance and behavior counseling. Which of the following roles best describe Xavier?**

- a. Liaison to the "IT" Board of Directors
- b. Talent architect
- c. Confidante
- d. Strategic advisor
- e. Representative of the firm

**45. Which of the following is a major objective of the unemployment insurance program?**

- a. Offset lost income during voluntary unemployment
- b. Motivate workers by providing income during long work hours
- c. Provide an incentive for employees to stabilize employment
- d. Make up for the lost income during a labor dispute
- e. Enable contracting of existing labors to outside firms

**46. Misha Barton was born in England and is currently working for a French company's facility in England. She is referred to as a/an:**

- a. Guest worker
- b. Co-worker out of state
- c. Third part national
- d. Home sick
- e. Host country national

**47. Softel, Inc. is a company based in the U.S. After functioning at the domestic level for 5 years, Softel is planning to expand to Brazil. Brazil is the: \_\_\_\_\_:**

- a. Interim location
- b. Third party
- c. Host Country
- d. Company liaison
- e. Facilitating agency

**48. GlobeTech is a software company headquartered in the United States. The company has operations in Germany and exports products to China :**

- a. China is one of the home countries for GlobeTech
- b. China accepts products from GlobeTech
- c. China is a parent country for Globe tech
- d. China is the third country for Globe Tech
- e. China is a host country for GlobeTech

**49. Which of the following is an obstruction in cost control efforts?**

- a. Implementing piecemeal programs not working well
- b. A large percentage of employees being responsible for generating the majority of health care costs
- c. Employees retaining a program in spite of cost control efforts for administrative issues
- d. Employees willing to aid in cost cutting efforts by not making unnecessary claims
- e. Laying excess emphasis on cost control than monitoring health care quality

**50. Which of the following is true about the coverage of OASDHI program?**

- a. Only 50% of US employees are covered
- b. Federal, state, and local government employees account for a high percentage of those covered
- c. There are no eligibility requirements
- d. Age-related benefits become effective for workers starting at age 50
- e. High earners help subsidize benefit payments to low earners