

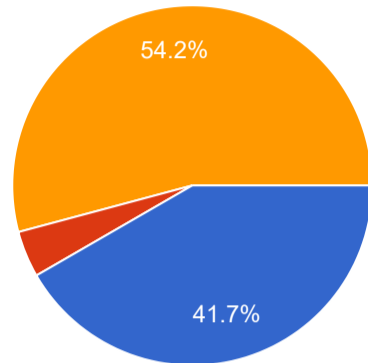
2025 BOG prep Week 5 quiz – HR and Business

24 responses

[Publish analytics](#)

1. Forecasting organizational need for human resources by focusing on specific position openings that are likely to occur and using these for planning is called: [Copy](#)

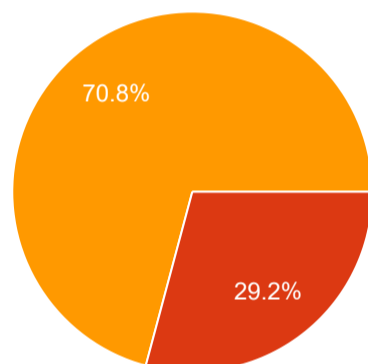
24 responses



- A. Demand-pull approach.
- B. Supply-push approach.
- C. Succession analysis.
- D. Transition matrix

2. Probability models that forecast the internal flow of employees from one job category to another use a: [Copy](#)

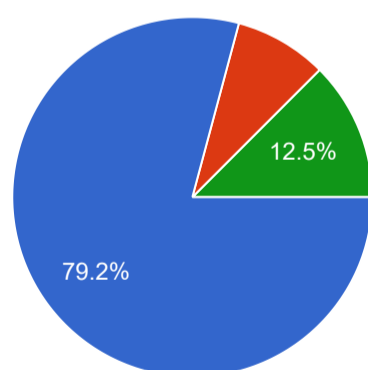
24 responses



- A. Graphic rating approach.
- B. Supply-push approach.
- C. Transition matrix.
- D. Curriculum path.

3. A health services organization should use which of the following sequential processes to help establish human resources (HR) objectives and policies? [Copy](#)

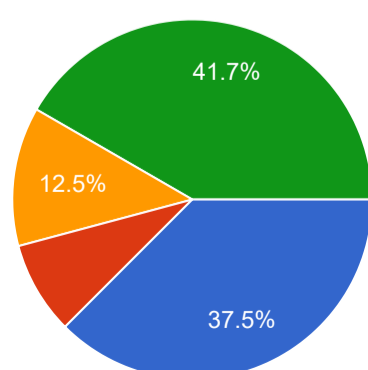
24 responses



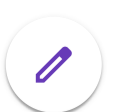
- A. Analyze the current HR situation, forecast HR demand, reconcile with the budget, for...
- B. Design HR recruitment and selection activities, develop an HR compensation plan, and e...
- C. Determine best HR job structure, perform HR job eva...
- D. Conduct HR job analysis, determine best HR job structu...

4. Which of the following describes the conflict management strategy that would have the most immediate effect on reducing conflict behavior? [Copy](#)

24 responses



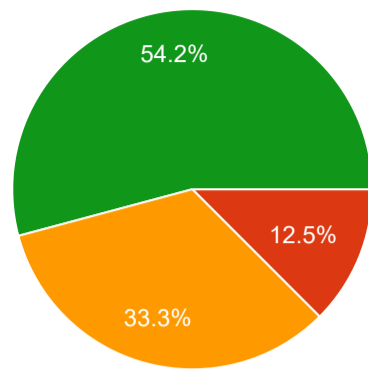
- A. Imposition of formal authority to resolve or suppress conflict.
- B. Implementation of substantial, super-ordinate goals that require cooperation...
- C. Rotation of members of one unit into another unit.
- D. Provision of intergroup training that requires listing of perceptions and identifying dif...



5. Resource allocation in health services organizations involves balancing the needs of organization, staff, and patients. However, the essential primary focus on patients can be met only if the:

[Copy](#)

24 responses

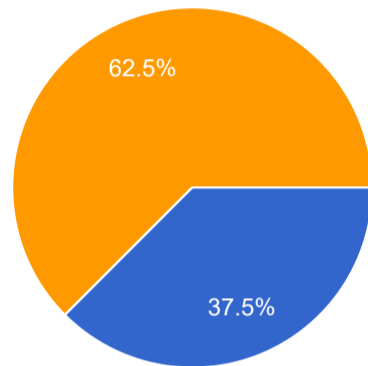


- A. Strategic planning process has been effective and thorough.
- B. Mission and vision statements are appropriate to the task.
- C. Organizational culture makes a basic commitment to it.
- D. Basic needs of the organization and staff are add...

6. In a unionized organization, what is the most effective contract dispute resolution finalization alternative?

[Copy](#)

24 responses

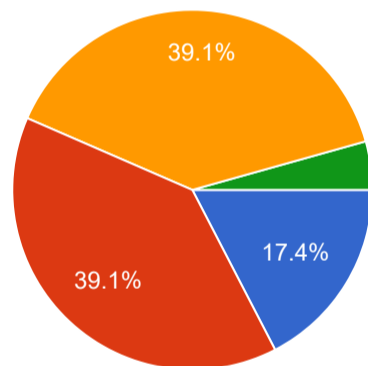


- A. Mediation.
- B. Corporate Campaigns.
- C. Arbitration.
- D. Strike.

7. Which position is included in the NLRB Bargaining rules?

[Copy](#)

23 responses

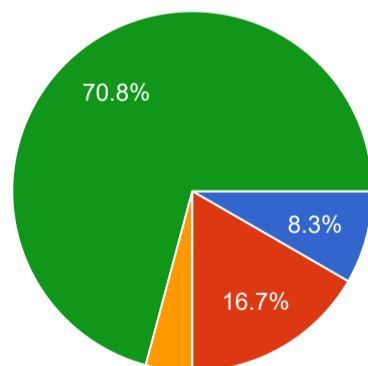


- A. Physician independent contractor
- B. Nurse supervisors
- C. Pharmacists.
- D. Certified accountants

8. One method for evaluating relative value of different jobs is:

[Copy](#)

24 responses

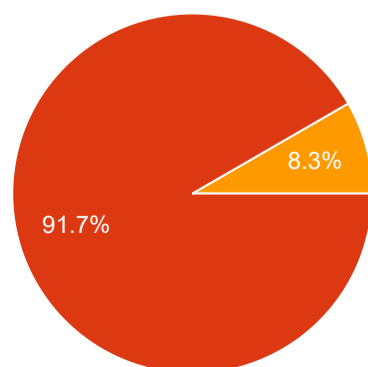


- A. Broad banding.
- B. Gant charting.
- C. Scalability.
- D. Benchmarking.

9. A manager who seeks input from others prior to making a decision is engaging in which leadership style?

[Copy](#)

24 responses



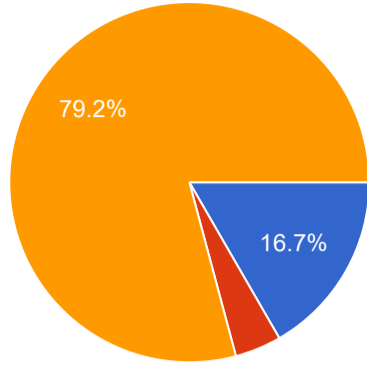
- A. Autocratic.
- B. Participative.
- C. Democratic.
- D. Laissez-faire.



10. What is the most common operating indicator used to measure overall staff productivity?

[Copy](#)

24 responses

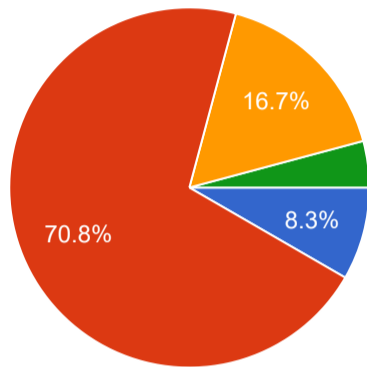


- A. Full-time equivalents per occupied bed.
- B. Total salaries and benefits as a percent of operating expenses.
- C. Full-time equivalents per adjusted averaged daily census.
- D. Nursing salary and benefits as a percentage of total expenses.

11. The cultural climate of an organization affects its recruiting procedure because:

[Copy](#)

24 responses

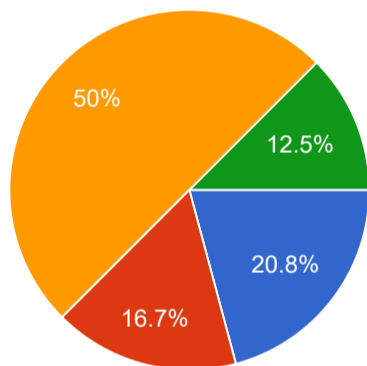


- A. It reduces employee turnover and absenteeism.
- B. Organizations seek applicants whose attitudes, values and goals are consistent with the organization's culture.
- C. Applicants who cannot support a given culture will be unwilling to work for that organization.
- D. Applicants look only to organizations that portray a positive cultural climate.

12. Which of the following statements best defines increased productivity?

[Copy](#)

24 responses

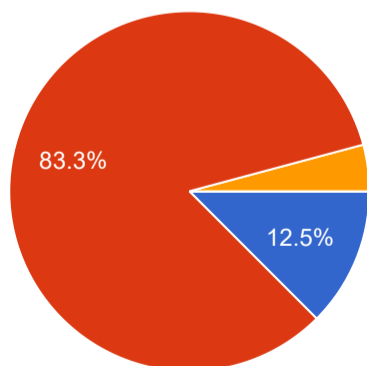


- A. An increase in productivity occurs when the number of units of service rendered in a given period increases.
- B. An increase in productivity occurs when an increase occurs in the volume or number of units of service rendered in a given period.
- C. An increase in productivity occurs when a reduction occurs in the volume or number of units of service rendered in a given period.
- D. An increase in productivity occurs when an increase occurs in the volume or number of units of service rendered in a given period.

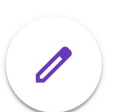
13. When a specialist within the organization provides a directive or states an opinion, there is recognition of that individual as an expert in the field. This is an Example of what type of authority?

[Copy](#)

24 responses

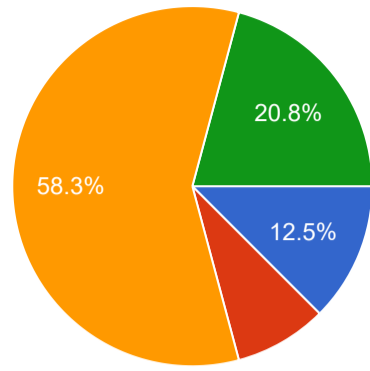


- A. Positional.
- B. Functional.
- C. Personal.
- D. Charismatic.



14. In a sound human resources program, the primary purpose of the job classification system is to: [Copy](#)

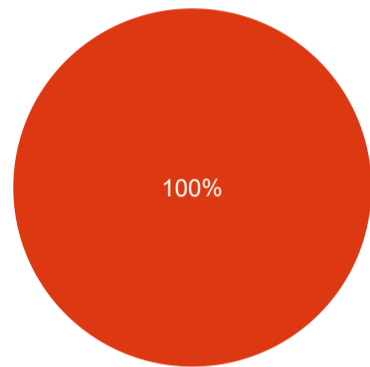
24 responses



- A. Develop position descriptions for employees.
- B. Establish a total wage and salary administration program.
- C. Rank jobs by kind and level of work performed.
- D. Define an effective organizational structure.

15. What type of review involves evaluation of management staff by their superiors, subordinates, and internal and external customers? [Copy](#)

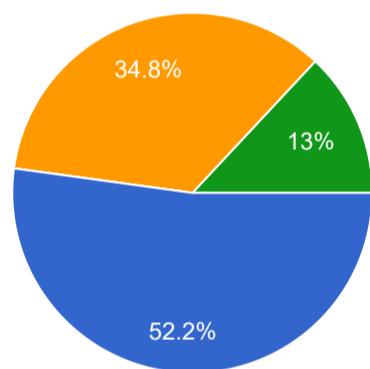
24 responses



- A. Annual review.
- B. 360-degree review.
- C. Competency review.
- D. Peer review.

16. A well-developed marketing plan will include all of the following, except: [Copy](#)

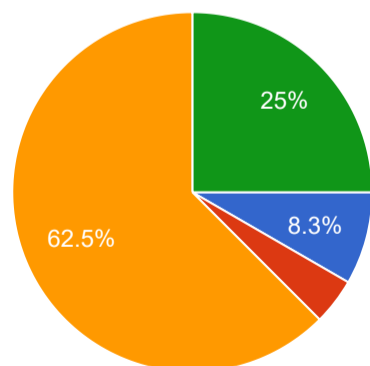
23 responses



- A. Staffing considerations
- B. Competitive analysis
- C. Quality-of-care considerations
- D. Pricing considerations

17. Which of the following is the proper term for the healthcare facility development plan? [Copy](#)

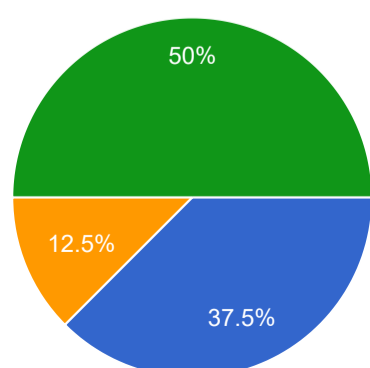
24 responses



- A. Land use plan
- B. Functional plan
- C. Master site plan
- D. Strategic plan

18. The primary task of marketing is to: [Copy](#)

24 responses



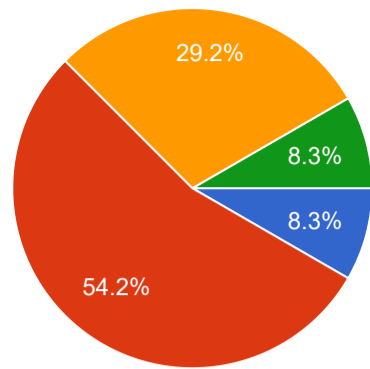
- A. Bring about voluntary and involuntary exchanges of values
- B. Attract new advertisers
- C. Bring about voluntary exchanges of values
- D. Advertise new and existing services



19. It would be incorrect to say that:

[Copy](#)

24 responses

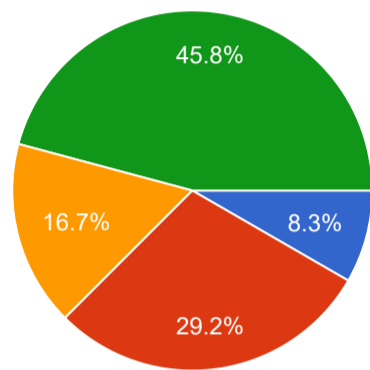


- A. An organization's image is a function of all that the organization has done as well...
- B. People's images of an organization always reflect their true attitudes towards the org...
- C. An organization's image is largely the result of public rela...
- D. Responsibility for the creation of the organization's i...

20. All of the following are methods used to forecast future demand except:

[Copy](#)

24 responses

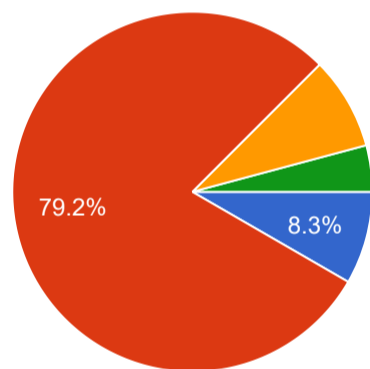


- A. Target buyer intentions surveys
- B. Performance of an environmental assessment
- C. Estimation of a competitor's current customer base
- D. Estimate of future demand by "middlemen"

21. All of the following statements are true except:

[Copy](#)

24 responses

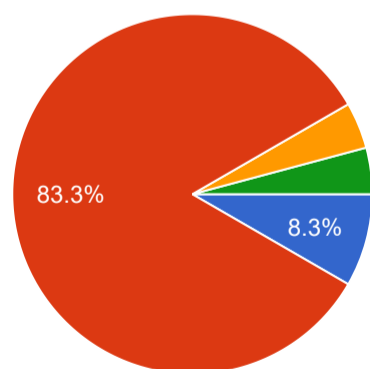


- A. Much of the art of forecasting relies on the opinions of experts
- B. forecasting, if correctly performed relying on technological forecasting appr...
- C. Forecasting including applying the rates of anticipated future change to the current s...
- D. Qualitative data are often used in developing assumptio...

22. The principal reason a public relations professional should be included in the operations plan following a sentinel event is:

[Copy](#)

24 responses

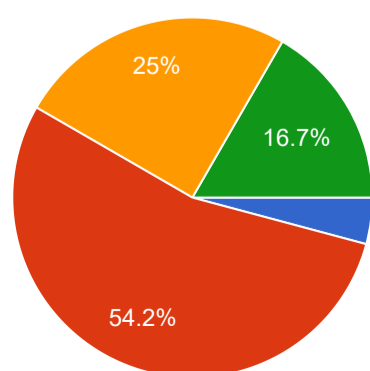


- A. PR would be able to determine the correct media coverage
- B. PR would be able to proactively develop a crisis communications plan
- C. PR would need to know in order to squelch rumors
- D. A PR professional does not need to be involved

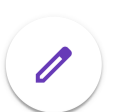
23. A person has paid cash for an elective cosmetic surgery. This is an example of which of the following:

[Copy](#)

24 responses

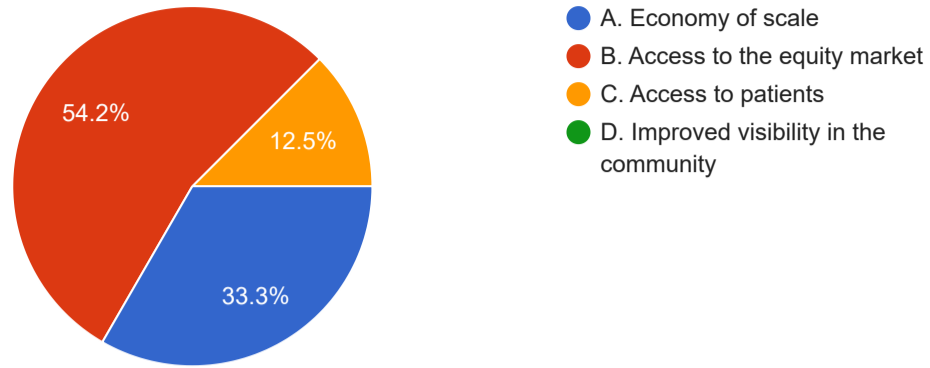


- A. Need
- B. Want
- C. Demand
- D. Opportunity



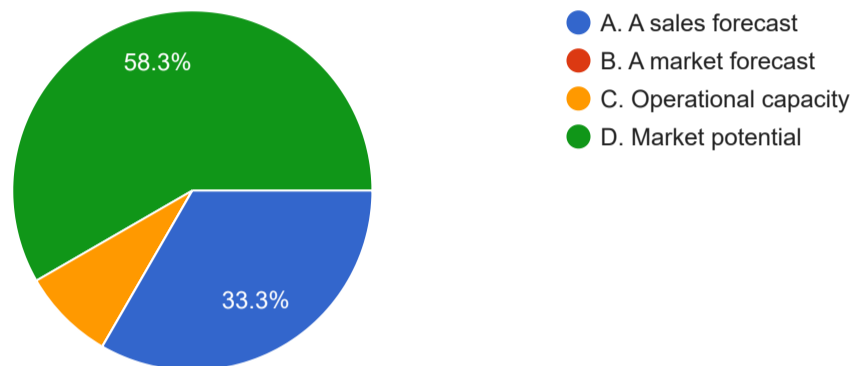
24. The primary reasons for the decision to move from a freestanding voluntary facility to an investor-owned healthcare organization is: [Copy](#)

24 responses



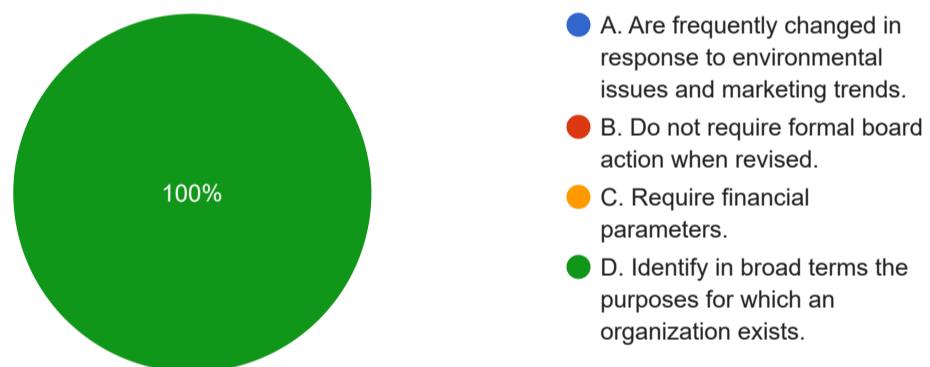
25. The volume that would be realized if each prospective consumer were to purchase a specified amount of a particular service during a defined future time frame is called: [Copy](#)

24 responses



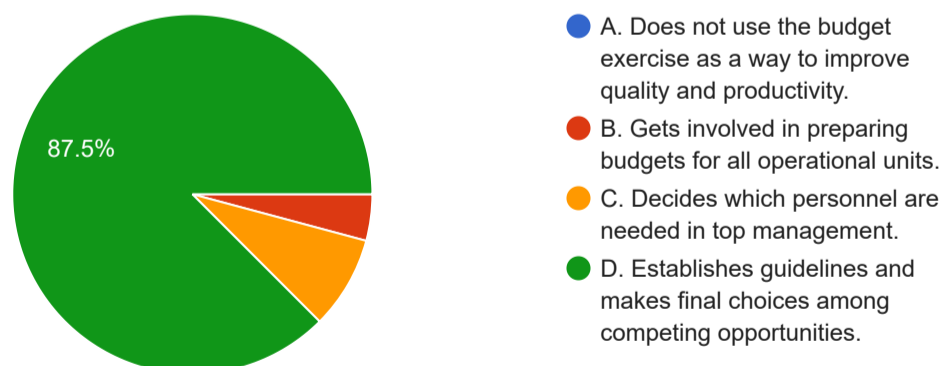
26. Mission statements: [Copy](#)

24 responses



27. Regarding the budget, the board: [Copy](#)

24 responses



This content is neither created nor endorsed by Google. - [Contact form owner](#) - [Terms of Service](#) - [Privacy Policy](#)

Does this form look suspicious? [Report](#)

Google Forms

