

2025 BOG prep Week 5 quiz -- HR and Business

1. Email *

2. 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: 1 point

Mark only one oval.

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

3. 2. Probability models that forecast the internal flow of employees from one job category to another use a: 1 point

Mark only one oval.

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

4. 3. A health services organization should use which of the following sequential processes to help establish human resources (HR) objectives and policies? 1 point

Mark only one oval.

- A. Analyze the current HR situation, forecast HR demand, reconcile with the budget, forecast HR supply.
- B. Design HR recruitment and selection activities, develop an HR compensation plan, and establish HR appraisal systems.
- C. Determine best HR job structure, perform HR job evaluations, establish HR training and development plan.
- D. Conduct HR job analysis, determine best HR job structure, and establish HR information system.

5. 4. Which of the following describes the conflict management strategy that would have the most immediate effect on reducing conflict behavior? 1 point

Mark only one oval.

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

6. 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: 1 point

Mark only one oval.

- 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 addressed first.

7. 6. In a unionized organization, what is the most effective contract dispute resolution finalization alternative? 1 point

Mark only one oval.

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

8. 7. Which position is included in the NLRB Bargaining rules? 1 point

Mark only one oval.

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

9. 8. One method for evaluating relative value of different jobs is: 1 point

Mark only one oval.

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

10. 9. A manager who seeks input from others prior to making a decision is engaging in which leadership style? 1 point

Mark only one oval.

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

11. 10. What is the most common operating indicator used to measure overall staff productivity? 1 point

Mark only one oval.

- 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.

12. 11. The cultural climate of an organization affects its recruiting procedure because: 1 point

Mark only one oval.

- A. It reduces employee turnover and absenteeism.
- B. Organizations seek applicants whose attitudes, values and goals are consistent with those of the organization.
- 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.

13. 12. Which of the following statements best defines increased productivity? 1 point

Mark only one oval.

- A. An increase in productivity occurs when the number of units of service rendered in a given year increases over the number rendered in the previous year.
- B. An increase in productivity occurs when an increase occurs in the volume or number of units of service rendered.
- C. An increase in productivity occurs when a reduction occurs in the ratio of hours worked to the number of units of service rendered.
- D. An increase in productivity occurs when an increase occurs in the revenue from a given number of full-time equivalent employees.

14. 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? 1 point

Mark only one oval.

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

15. 14. In a sound human resources program, the primary purpose of the job classification system is to: 1 point

Mark only one oval.

- 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.

16. 15. What type of review involves evaluation of management staff by their superiors, subordinates, and internal and external customers? 1 point

Mark only one oval.

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

17. 16. A well-developed marketing plan will include all of the following, except: 1 point

Mark only one oval.

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

18. 17. Which of the following is the proper term for the healthcare facility development plan? 1 point

Mark only one oval.

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

19. 18. The primary task of marketing is to: 1 point

Mark only one oval.

- 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

20. 19. It would be incorrect to say that: 1 point

Mark only one oval.

- A. An organization's image is a function of all that the organization has done as well as what it has attempted to communicate
- B. People's images of an organization always reflect their true attitudes towards the organization
- C. An organization's image is largely the result of public relations, advertising, selling and communication efforts
- D. Responsibility for the creation of the organization's image does not lie merely with the marketer

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

1 point

Mark only one oval.

- 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"

22. 21. All of the following statements are true except:

1 point

Mark only one oval.

- A. Much of the art of forecasting relies on the opinions of experts
- B. forecasting, if correctly performed relying on technological forecasting approaches, is an exact science
- C. Forecasting including applying the rates of anticipated future change to the current status to predict the future
- D. Qualitative data are often used in developing assumptions on which quantitative forecasting can be construed

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

1 point

Mark only one oval.

- 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

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

1 point

Mark only one oval.

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

25. 24. The primary reasons for the decision to move from a freestanding voluntary facility to an investor-owned healthcare organization is:

1 point

Mark only one oval.

- A. Economy of scale
- B. Access to the equity market
- C. Access to patients
- D. Improved visibility in the community

26. 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: 1 point

Mark only one oval.

- A. A sales forecast
- B. A market forecast
- C. Operational capacity
- D. Market potential

27. 26. Mission statements: 1 point

Mark only one oval.

- A. Are frequently changed in response to environmental issues and marketing trends.
- B. Do not require formal board action when revised.
- C. Require financial parameters.
- D. Identify in broad terms the purposes for which an organization exists.

28. 27. Regarding the budget, the board: 1 point

Mark only one oval.

- A. Does not use the budget exercise as a way to improve quality and productivity.
- B. Gets involved in preparing budgets for all operational units.
- C. Decides which personnel are needed in top management.
- D. Establishes guidelines and makes final choices among competing opportunities.

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