

HR Question 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:

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

Question 1: Answer

Answer is A

Question 2

Probability models that forecast the internal flow of employees from one job category to another use a:

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

Question 2 Answer:

Answer is C

Question 3

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

- 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.

Question 3 Answer:

Answer is A

Question 4:

Which of the following describes the conflict management strategy that would have the most immediate effect on reducing conflict behavior?

- 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.

Question 4 Answer:

Answer is A

Key word is “immediate”

Question 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:

- 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.

Question 5 Answer:

Answer is D

Question 6:

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

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

Question 6 Answer:

Answer is C

Question 7:

Which position is included in the NLRB Bargaining rules?

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

Question 7 Answer:

Answer is C

Question 8:

One method for evaluating relative value of different jobs is:

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

Question 8 Answer:

Answer is D

Question 9:

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

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

Question 9 Answer:

Answer is B

Question 10:

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

- 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.

Question 10 Answer:

Answer is C

Word “adjusted” indicates that the volume has been adjusted to include outpatient patient volume in addition to inpatient volume.

Question 11:

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

- 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.

Question 11 Answer:

Answer is B

Question 12:

Which of the following statements best defines increased productivity?

- 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.

Question 12 Answer:

Answer is C

Question 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?

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

Question 13 Answer:

Answer is B

Question 14 :

In a sound human resources program, the primary purpose of the job classification system is to:

- 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.

Question 14 Answer:

Answer is C

Question 15:

What type of review involves evaluation of management staff by their superiors, subordinates, and internal and external customers?

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

Question 15 Answer:

Answer is B