

Question 16

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 16: Answer

Answer is A

Question 17

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 17: Answer

Answer is C

Question 18

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 18: Answer

Answer is A

Question 19

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 19: Answer

Answer is A

Key word is “immediate”

Question 20

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 20: Answer

Answer is D

Question 21

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

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

Question 21: Answer

Answer is C

Question 22

Which position is included in the NRLB Bargaining rules?

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

Question 22: Answer

Answer is C

Question 23

One method for evaluating relative value of different jobs is:

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

Question 23: Answer

Answer is D

Question 24

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 24: Answer

Answer is B

Question 25

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 25: Answer

Answer is C

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

Question 26

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 26: Answer

Answer is B

Question 27

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 27: Answer

Answer is C

Question 28

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 28: Answer

Answer is B

Question 29

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 29: Answer

Answer is C

Question 30

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 30: Answer

Answer is B