

# 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