Understanding Human Resources Management Canadian Perspective (Canadian) 2nd edition Peacock Test Bank

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Name:_____ Class:_____ Date:_____

Chapter 1 - Exploring Why HRM Matters to All Employees

1. What is the significance of phrases such as “human capital,” “intellectual assets,” and “talent management” that have crept into business jargon?
   a. They illustrate how organizations recognize the individual differences of each employee.
   b. They highlight how people are brought together to achieve a common purpose.
   c. They emphasize the value that people have to organizations.
   d. They imply that people need to be managed as resources.

ANSWER: c

2. Which statement best defines HRM?
   a. HRM is the techniques and processes for organizing people and work activities.
   b. HRM is the management techniques for controlling people at work.
   c. HRM is an integrated set of systems, practices, and policies in an organization that focuses on the effective deployment and development of its employees.
   d. HRM consists of all management activities.

ANSWER: c

3. What does the term “human resources management” imply?
   a. Employees are used effectively.
   b. People are as important to the success of any business as other resources, such as money.
   c. Organizations have HR specialists.
   d. Businesses note the cost of employees on their balance sheet.

ANSWER: b

4. What is the key focus of HRM to ensure an organization is successful?
   a. having the right people, in the right places, doing the right things, at the right time
   b. ensuring that the organization is responsible in following the laws as they relate to human resources
   c. having an abundant candidate pool to draw upon quickly to back-fill positions
   d. ensuring succession planning is part of the management strategy

ANSWER: a

5. Which term best describes the framework of HRM systems, practices, and policies in any organization?
   a. linear
   b. integrated
   c. functional
   d. dynamic

ANSWER: b

6. Which area is within the framework of human resources management?
   a. ISO 9000
   b. customer expectations
   c. managing employee performance
   d. globalization

ANSWER: c

7. How does HRM support the promotion of employee health and safety through organizational culture?

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a. by creating a work environment that promotes a sense of well-being
b. by ensuring that designated smoking areas are located well away from ventilation units
c. by ensuring employees are aware of the health and safety regulations
d. by creating opportunities for employees to participate in physical activities throughout the day to keep them energized

ANSWER: a

8. Ensuring that employees know what they are expected to accomplish and then providing appropriate mechanisms for regular feedback is part of which HRM focus?

a. occupational health and safety
b. defining, analyzing, and designing work
c. managing employee performance
d. promotions and transfers

ANSWER: c

9. Which HR topic determines what, where, when, and how work tasks are done?

a. defining, analyzing, and designing work
b. managing employee performance
c. planning for, recruiting, and selecting employees
d. knowing rights and responsibilities

ANSWER: a

10. Which HR area provides the resources to assist employees in developing the necessary knowledge and skills to do their jobs today and in the future?

a. defining, analyzing, and designing work
b. managing employee performance
c. orienting, training, and developing
d. knowing rights and responsibilities

ANSWER: c

11. Which HR process ensures that the correct number of people with the correct skills are attracted to work for the organization?

a. understanding labour relations and collective bargaining
b. defining, analyzing, and designing work
c. planning for, recruiting, and selecting employees
d. knowing rights and responsibilities

ANSWER: c

12. Learning about international human resources management requires customizing HRM systems, practices, and policies to address which type of factors?

a. economic and geographic
b. political and cultural
c. geographic and legal
d. ethics and political

ANSWER: b

13. Aligning employees' expectations regarding work outcomes with the organization's goals is part of which HRM process?

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a. managing employee performance
b. rewarding and recognizing employees
c. orienting, training, and developing employees
d. promoting employee health and safety through organizational culture

ANSWER: a

14. When developing and implementing systems, practices, and policies that address HRM topics, what is the requirement that must be adhered to above all else?

a. the organization's values
b. the organization's mission statement
c. human resource planning best practices
d. legal requirements

ANSWER: d

15. What can hinder a manager's ability to achieve the organization's desired goals?

a. how the manager sees himself within the organization
b. progressive policies and procedures of competing organizations
c. the manager's ability to work with and guide others
d. how the manager will be rewarded for their employee's performance

ANSWER: c

16. What do employees need to understand about their work?

a. social and legal issues of organizational non-compliance
b. how to apply HRM principles in the execution of their technical skills
c. that managers are the key link between the employee and the customer
d. how their performance will be measured

ANSWER: d

17. What is receiving increasing attention in managing human resources in any organization?

a. more focus on all the employees
b. more focus on performance measures
c. more focus on individual needs
d. more compliance to employment laws

ANSWER: c

18. What does effective HRM provide to the work environment?

a. use of technology to expedite work
b. legal protections
c. allows people to be engaged and motivated
d. increased diversity

ANSWER: c

19. What is the key role of a manager?

a. to reduce costs and employee
b. to increase productivity and reduce costs

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development

c. to effectively lead people

d. to ensure employee development and increase productivity

ANSWER: c

20. Who is the key link between the employee and the organization?

a. manager

b. human resource manager

c. work group

d. department teams

ANSWER: a

21. In any organization, who is responsible for effective human resources management?

a. president

b. manager

c. HR professional

d. business owner

ANSWER: b

22. HR professionals can influence change within organizations through which of the following ways?

a. by acting independently in the development of HRM systems

b. by vetting employee concerns or problems

c. by actively participating in policy formation

d. by providing service activities, such as coaching and mentoring

ANSWER: c

23. Beyond the typical HRM processes, in which other strategic area might HR professionals participate?

a. terminating employees who don't comply with company policy

b. planning social activities to make the workplace enjoyable

c. teaching health and safety courses

d. formulating and implementing policy

ANSWER: d

24. To develop and design HRM systems, practices, and policies, which 2 groups of people must work together?

a. HRM system consultants and business owners

b. business owners and HR professionals

c. managers and business owners

d. managers and HR professionals

ANSWER: d

25. What do HR professionals need to do to be seen as part of the business, instead of mainly an administrative department?

a. They must develop a solid understanding of the business and develop processes and practices that align with the business.

b. They must find ways to reduce costs in high-cost areas such as benefits.

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c. They must meet one-on-one with employees to learn more about them and what they want from their job.
d. They must work with all departments to ensure they are following the law in their treatment of employees.

ANSWER: a

26. What is the primary role of an HR professional in today's organizations?
a. finding ways to reduce costs
b. ensuring managers comply with legal requirements
c. equipping managers with the best people practices for organizational success
d. understanding of all departments in the business

ANSWER: c

27. How do successful organizations equip their managers?
a. by ensuring they have operational experience
b. by ensuring they have a thorough understanding of good HRM practices
c. by ensuring they have appropriate staffing levels
d. by having strong administrative support

ANSWER: b

28. Which of following impacts HRM systems and therefore needs HRM systems that need to be continuously monitored?
a. changes in labour legislation at federal and provincial levels
b. trends and business topics
c. HRIS policies
d. takeovers, mergers, and acquisitions

ANSWER: b

29. What are 3 current business concerns facing organizations?
a. global economy, demographics, and technology
b. language, organizational culture, and employee assistance
c. human resource planning, staffing, and training
d. labour relations, language, and culture

ANSWER: a

30. What is the impact of globalization on HRM practices?
a. They are balancing complicated issues related to language and communication.
b. They must address the different legal, political, and cultural requirements of the new location.
c. Most organizations hire a 3rd-party supplier to handle their HR work in the international location.
d. There is very little impact because all HRM activities are managed at the international location.

ANSWER: b

31. Which activity is an example of HRM responding to the challenge of globalization?
a. identifying capable expatriate managers
b. containing staffing costs

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c. strictly defining jobs and the ways in which people must work
d. matching compensation packages to those of the home office

ANSWER: a

32. What percentage of the Canadian economy is affected by international competition?
a. 30–40
b. 50–60
c. 70–80
d. 80–90

ANSWER: c

33. What country is Canada heavily dependent on for economic health??
a. United States b. Britain
c. China d. France

ANSWER: a

34. What current business topic is being discussed when we talk about Sobeys buying Safeway?
a. demographics and employee concerns b. technology and quality
c. culture and environment d. changes in business sectors and firms

ANSWER: d

35. Which of the following is used by companies to minimize the negative impact on remaining employees after a downsizing?
a. offering flex time to remaining employees
b. providing training and development to remaining employees
c. laying off employees based on performance
d. outsourcing positions that were eliminated during the downsizing

ANSWER: b

36. How can organizations lessen the experience of survivor syndrome during a downsizing?
a. by ensuring a good severance package is provided to those who were laid off
b. by ensuring downsizing activities do not take place near holidays
c. by ensuring popular employees are kept on, to help motivate others
d. by ensuring the remaining employees feel the company has treated everyone well

ANSWER: d

37. Which statement best illustrates a disadvantage of using independent contractors over employees?
a. Contractors have flexibility in work hours and location so they might not be the same as employees.
b. Employers are required to hold back mandatory employment deductions from the contractor.
c. Contractors may not be as attached or committed to the work outcomes as an employee.
d. Their contract duration is typically undefined, so they can be extended for as long as they are required.

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ANSWER: c

38. What did technology enable during COVID-19?
    a. the flexibility to work when employees felt most motivated
    b. cost savings because less physical workspace was required for employees
    c. where and how people worked
    d. less pollution due to fewer cars on the road

ANSWER: c

39. What is a key influence of technology on HRM?
    a. telecommuting
    b. increased contracting out, outsourcing, and employee leasing
    c. concerns about privacy, ethics, and culture
    d. a complicated set of issues related to language and communication

ANSWER: a

40. Which 2 skills are identified by the Conference Board of Canada as necessary to help organizations be more innovative and productive?
    a. assessing risk and relationship-building
    b. engaging others and setting realistic goals
    c. being accountable and learning from experiences
    d. assessing and managing risk and setting realistic goals

ANSWER: a

41. Which 2 skills are identified by the Conference Board of Canada as necessary for creativity?
    a. asking questions and being willing to experiment
    b. being willing to experiment and being accountable
    c. asking questions and being adaptable
    d. being accountable and adaptable

ANSWER: c

42. Where do employees who are connected as a result of telecommuting work?
    a. in start-up centres so they can easily interact with others
    b. part-time in the office and part-time remotely
    c. any remote location
    d. at a location off-site from the main corporate office

ANSWER: c

43. What customer service requirements must managers meet in today's business environment?
    a. responsiveness and data security
    b. innovation and technology
    c. responsiveness and innovation
    d. innovation and data security

ANSWER: c

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44. What was the original quality management focus called?
a. Six Sigma b. Lean
c. Benchmarking d. TQM
ANSWER: d

45. What makes Six Sigma different from other quality efforts?
a. It catches mistakes before they happen.
b. It relies upon automation.
c. It catches mistakes as they happen.
d. It relies upon the commitment of people.
ANSWER: a

46. Why is good HRM essential to programs such as Six Sigma?
a. It identifies areas of improvement within the organization.
b. It balances the needs of the customer and the requirements of the company.
c. It ensures all strategies, practices, and process are legal and compliant.
d. It balances the needs of the employees and the requirements of the company.
ANSWER: d

47. Which factors are key to initiatives that promote quality and efficiency?
a. company culture and company branding
b. the environment and hiring specialists to drive the change
c. company culture and employees' receptiveness to change
d. good and appropriate HRM systems, practices, and policies
ANSWER: d

48. Which of the following is the best describes for benchmarking?
a. finding best practices in other organizations b. improving organizational systems
c. finding ways to become more efficient d. improving ways to maximize customer service
ANSWER: a

49. Which term best describes the value of knowledge, skills, and capabilities that may not show up on a company's balance sheet but have tremendous impact on an organization's performance?
a. human capital b. core competencies
c. knowledge capital d. stakeholder value
ANSWER: a

50. According to management expert Dave Ulrich, what is a central outcome of employees finding meaning at work?
a. higher rate of referral for friends b. fewer sick days
c. longer employment with the company d. higher salary

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ANSWER: c

51. Which practice should an organization consider if they wish to attract, keep, and engage employees?
    a. holding annual communication meetings with staff
    b. communicating all the time and at all levels
    c. micromanaging employees to ensure compliance to company standards
    d. developing a top-heavy management structure

ANSWER: b

52. Which term refers to leveraging competencies to achieve high organizational performance?
    a. knowledge capital b. human capital
    c. core competencies d. talent management

ANSWER: d

53. Which term refers to the value that employees provide to an organization through their knowledge, skills, and abilities?
    a. human capital b. intellectual capital
    c. core competencies d. employee capital

ANSWER: a

54. Which term refers to the combination of knowledge, skills, and characteristics needed to effectively perform a role in an organization?
    a. individual competencies b. core competencies
    c. human capital d. organizational competencies

ANSWER: b

55. What is necessary for organizations to be different from their competition and provide ongoing value to their customers?
    a. human capital b. skills inventory
    c. core competencies d. leveraged talent

ANSWER: c

56. How are companies responding to the demands of a multi-generational workforce?
    a. by focusing on corporate culture and ensuring employees fit well with the culture
    b. by redefining benefits plans to ensure all generations have access to the services they need
    c. by permitting employees to telecommute to reduce the friction between the generations working in a common space
    d. by training new hires in leadership roles where their subordinates may be older than them

ANSWER: a

57. According to Statistics Canada, what percentage of the labour force will be foreign-born by 2034?
    a. 34 b. 54
    c. 68 d. 72

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ANSWER: a

58. According to Statistics Canada, what percentage of the labour force do Indigenous people currently represent?

a. 4.3 b. 5.7

c. 10.1 d. 15.2

ANSWER: a

59. Which statement best reflects what is occurring with different generations in the workforce today?

a. Younger individuals will make up a smaller share of the Canadian labour force than they did in the past.

b. Organizations have the capacity to develop younger talent.

c. The working-age population in Canada is getting younger.

d. Organizational leaders will need to manage a wide spectrum of generations.

ANSWER: d

60. What is the impact of levels of education on the labour force?

a. about the same as it has been for years

b. educational attainment is decreasing

c. more than 1/2 of Canadians have either college or university qualifications

d. no change in the last 10 years

ANSWER: c

61. Which demographic change is of concern to organizations with our aging workforce and fewer new entrants?

a. salary expectations b. shortage of skill workers

c. benefit costs d. ethics codes

ANSWER: b

62. Which demographic change is impacting many organizations?

a. compensation expectations b. Canadians working past age 65

c. family-friendly policies d. information systems

ANSWER: b

63. According to a study by the Royal Bank of Canada, what has been the impact of COVID-19 on women's participation in the labour force?

a. highest level of participation in the last 3 decades

b. little impact

c. participation has decreased slightly

d. lowest level of participation in the last 3 decades

ANSWER: d

64. How has the educational attainment of the Canadian labour force changed in recent years?

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a. remained at about the same level b. fallen slightly
c. fallen dramatically d. steadily risen

ANSWER: d

65. What percentage of Indigenous peoples aged 25 to 64 had a bachelor's or higher degree?
a. 2.8 b. 5.7
c. 10.9 d. 15.3

ANSWER: c

66. Approximately what percentage of women are represented in the public sector?
a. 23 b. 43
c. 53 d. 63

ANSWER: d

67. How are companies responding to the multi-generational workforce demographic shift?
a. by focusing on young, new talent
b. by allowing older workers to self-manage due to their age and experience
c. by maintaining status quo within the organization
d. by ensuring staff fit well with the culture and corporate values

ANSWER: d

68. What is an example of a "family-friendly" practice that a growing number of companies are providing to employees?
a. flexible work schedules
b. job shadowing for children to learn about their parents' jobs
c. time-off for employees to participate in volunteer opportunities
d. mentoring to younger employees

ANSWER: a

69. What do changes in the rules for managing employees reflect?
a. granting them many specific rights
b. cultural changes
c. changes in the nature of the job and workplace
d. changes in employee responsibility

ANSWER: a

70. What impact has PIPEDA (Personal Information Protection and Electronic Documents Act) had on organizations?
a. Organizations must obtain an employee's consent before personal information is disclosed.
b. Organizations are only permitted to keep select data on an employee.
c. Organizations are permitted to share personal employee data, provided it is done across secure internet lines.

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d. Organizations can share personal employee data provided it's not located in an electronic document.

ANSWER: a

71. Which trend has resulted in people pursuing multiple careers instead of just being satisfied with "having a job"?

a. the desire to spend more time with family
b. the desire to work close to home to save on gas and to lessen the environmental impact
c. the desire to find a career that has a low environmental footprint
d. the desire to reduce boredom from doing the same thing all the time

ANSWER: d

72. Which societal change is driving organizations' desire to provide employees with more family-friendly options?

a. the number of workers over the age of 65
b. TV coverage of celebrities taking their kids to work with them
c. an aging population
d. new forms that the family has taken

ANSWER: d

73. What impact can family-friendly work initiatives have on small businesses?

a. increase expenses
b. save money
c. reduce employee turnover
d. increase employee turnover

ANSWER: c

74. Why do organizations consider the options of job sharing and daycare?

a. to supplement maternity and parental leaves
b. to address the gender distribution in the workforce
c. to address the changing attitude of employees toward work
d. to help employees with any caregiving responsibilities they might have

ANSWER: d

75. How is the continuing focus on work and family balance impacting the workplace?

a. There has been an increase in the number of unions starting up.
b. There has been an increase in people switching careers mid-life.
c. There has been an increase in employee demands for privacy.
d. There has been an increase in non-traditional jobs (part-time, contract, etc.).

ANSWER: d

76. The answers to "Should we be in business?" and "What business should we be in?" provide the basis for which strategy?

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a. business strategy b. corporate strategy
c. department strategy d. HR strategy

ANSWER: b

77. The basis of which strategy is formed by the question "How should we compete?"?
a. corporate strategy b. business strategy
c. HR strategy d. systems strategy

ANSWER: b

78. Which strategy are you using when analyzing how hamburgers are sold?
a. corporate strategy b. business unit strategy
c. business strategy d. HR strategy

ANSWER: b

79. What is critical to an organization for it to build its competitive advantage?
a. its business strategy b. its employees
c. its corporate strategy d. its productivity edge

ANSWER: b

80. What distinguishes an organization's business strategy from its corporate strategy?
a. its focus on company-wide and overall objectives
b. its focus on long-term survival and growth
c. its focus on the line of business
d. its focus on turnaround situations and divestitures

ANSWER: c

81. What distinguishes an organization's corporate strategy from its business strategy?
a. Corporate strategies are company-wide and focuses on overall objectives.
b. Corporate strategies are focused on short-term survival and growth.
c. Corporate strategies are focused on 1 line of business.
d. Corporate strategies are focused on competition.

ANSWER: a

82. What are 2 main types of corporate strategies?
a. restructuring and growth b. differentiation and divestitures
c. competitive and cost containment d. realignment and competition

ANSWER: a

83. Human resource management (HRM) is an integrated set of systems, practices, and policies in an organization that focuses on the effective deployment and development of employees.
a. True
b. False

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a. True
b. False

ANSWER: True

84. The term “human resources” implies that people are as important to the success of a business as are other resources such as money.
a. True
b. False

a. True
b. False

ANSWER: True

85. The knowledge, skills, and capabilities that impact a company’s performance but do not necessarily show up on its balance sheet are known as human capital.
a. True
b. False

a. True
b. False

ANSWER: True

86. HRM is equivalent to hiring, paying, and training people.
a. True
b. False

a. True
b. False

ANSWER: False

87. Through defining, analyzing, and designing the work, it is determined what tasks need to be done, in what order, and with what skills.
a. True
b. False

a. True
b. False

ANSWER: True

88. Labour relations and collective bargaining do not fall under the responsibility of human resources management.
a. True
b. False

a. True
b. False

ANSWER: False

89. Studying HRM will help to understand one’s work, responsibilities, and rights in an organization and how an employee contributes to make the organization successful.

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Chapter 1 - Exploring Why HRM Matters to All Employees

a. True
b. False
    a. True
    b. False

ANSWER: True

90. The manager must have a thorough knowledge and understanding of contemporary HRM.
a. True
b. False
    a. True
    b. False

ANSWER: True

91. All managers are people managers.
a. True
b. False
    a. True
    b. False

ANSWER: False

92. Human resources management practices and issues are primarily a concern for the human resources professional.
a. True
b. False
    a. True
    b. False

ANSWER: False

93. Because HR professionals function in support roles, their job knowledge must focus primarily on HR issues rather than the operating goals of the company.
a. True
b. False
    a. True
    b. False

ANSWER: False

94. HR professionals must be able to integrate business skills and HR skills to help employees handle change.
a. True
b. False
    a. True
    b. False

ANSWER: True

95. The HR professional's primary role in today's organization to tell the manager what to do.
a. True

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b. False
    a. True
    b. False
ANSWER: False

96. The manager is responsible for effective human resource management.
a. True
b. False
    a. True
    b. False
ANSWER: True

97. HR professionals have changed their focus to HR administration and no longer play a role in top management planning and decision making.
a. True
b. False
    a. True
    b. False
ANSWER: False

98. Canadian exports were valued at close to $250 billion in 2020.
a. True
b. False
    a. True
    b. False
ANSWER: False

99. Many Canadian companies have created global operations or work collaboratively with foreign companies to sell Canadian products.
a. True
b. False
    a. True
    b. False
ANSWER: True

100. The Canadian economy is primarily built on importing.
a. True
b. False
    a. True
    b. False
ANSWER: False

101. When organizations start to operate in different countries, HRM practices need to address the different legal, political, and cultural requirements within the new location.
a. True

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b. False
a. True
b. False
ANSWER: True

102. Outsourcing refers to employing workers in their homes rather than within the traditional office environment.
a. True
b. False
a. True
b. False
ANSWER: False

103. Downsizing is a strategic approach to decreasing the number of employees in a company.
a. True
b. False
a. True
b. False
ANSWER: True

104. Outsourced services, such as maintenance, security, and catering, are used to keep the organization stable.
a. True
b. False
a. True
b. False
ANSWER: False

105. In some situations, large companies have business units that provide outsourced services, such as technology support.
a. True
b. False
a. True
b. False
ANSWER: True

106. In addition to outsourcing, organizations are using independent contractors.
a. True
b. False
a. True
b. False
ANSWER: True

107. Downsizing may occur if a company decides to eliminate a product line or close a plant.
a. True
b. False

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a. True
b. False

ANSWER: True

108. IT has impacted HR by enhancing services for managers and employees.
a. True
b. False
a. True
b. False

ANSWER: True

109. Technology and the Internet have had little impact on the way people work...
a. True
b. False
a. True
b. False

ANSWER: False

110. Telecommuting is conducting work activities away from the office using technology.
a. True
b. False
a. True
b. False

ANSWER: True

111. Benchmarking is finding the best practices in other organizations that can be brought into a company to enhance performance.
a. True
b. False
a. True
b. False

ANSWER: True

112. Benchmarking looks at the “best practices” in other companies.
a. True
b. False
a. True
b. False

ANSWER: True

113. A combination of knowledge, skills, and characteristics needed to effectively perform a role in an organization is known as the core competencies.
a. True
b. False
a. True

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b. False

ANSWER: True

114. Developmental assignments are viewed as a valuable way to facilitate knowledge exchange and mutual learning.
a. True
b. False

a. True

b. False

ANSWER: True

115. Talent management involves leveraging competencies to achieve high organizational performance.
a. True
b. False

a. True

b. False

ANSWER: True

116. The gap between educated and non-educated employees is steadily closing.
a. True
b. False

a. True

b. False

ANSWER: False

117. Only a few employers are coping with individuals who are functionally illiterate.
a. True
b. False

a. True

b. False

ANSWER: False

118. Culture is the pattern of consistent and observable behaviours we see in an organization.
a. True
b. False

a. True

b. False

ANSWER: True

119. The working age population in Canada is becoming younger, and there are fewer individuals in the older age brackets.
a. True
b. False

a. True

b. False

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ANSWER: False

120. Canada has a relatively high unemployment rate; however, employers say they cannot find workers.
a. True
b. False
a. True
b. False
ANSWER: True

121. A recent study indicated that most employers are opposed to helping their employees with any caregiving responsibilities that they might have.
a. True
b. False
a. True
b. False
ANSWER: False

122. Millennials are tech savvy and want their work to have a greater purpose.
a. True
b. False
a. True
b. False
ANSWER: True

123. Women are more likely than men to work part-time.
a. True
b. False
a. True
b. False
ANSWER: True

124. Due to the ongoing business scandals in North America, increasing attention is being paid to business ethics.
a. True
b. False
a. True
b. False
ANSWER: True

125. Legislation has radically changed over the last several decades granting employees many specific rights.
a. True
b. False
a. True
b. False
ANSWER: True

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126. According to the Ethics and Compliance Initiative, millennials do not generally take risks.
a. True
b. False
a. True
b. False
ANSWER: False

127. An established trend is for employees to define success in terms of the acquisition of wealth.
a. True
b. False
a. True
b. False
ANSWER: False

128. An environment where people have multiple part-time jobs instead of 1 permanent job is referred to as a gig economy.
a. True
b. False
a. True
b. False
ANSWER: True

129. Flexible work schedules often result in a lower level of job satisfaction.
a. True
b. False
a. True
b. False
ANSWER: False

130. Providing family-friendly practices can reduce turnover and increase productivity.
a. True
b. False
a. True
b. False
ANSWER: True

131. “Family-friendly” is a broad term that may include unconventional hours, daycare, part-time work, job sharing, maternity leave, executive transfers, and telecommuting.
a. True
b. False
a. True
b. False
ANSWER: True

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Chapter 1 - Exploring Why HRM Matters to All Employees

132. “Strategic human resources management” involves identifying key HR processes and linking those to the overall business strategy.
a. True
b. False
    a. True
    b. False

ANSWER: True

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