Canadian Human Resource Management (Canadian) 12th edition Schwind Test Bank

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Chapter 02
Job Analysis and Design

True / False Questions

1. In today's fast-changing environments, job analysis will continue to be relevant for legal compliance and defensibility in the event of a court action.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.
Topic: 02-17 Job Analysis in Tomorrow's "Jobless" World

2. According to the text, global competition, fast technological obsolescence, changing worker profiles, and rapid increases in knowledge requirements have made it difficult to create accurate and up-to-date job descriptions.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.
Topic: 02-17 Job Analysis in Tomorrow's "Jobless" World

3. A job is a collection of tasks and responsibilities performed by an individual whereas a position consists of a group of related activities and duties.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.
Topic: 02-01 Uses of Job Analysis Information

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4. In today's fast-changing environment, the traditional boundaries between firms, suppliers, and customers are no longer distinct.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.
Topic: 02-17 Job Analysis in Tomorrow's "Jobless" World

5. Within the job analysis process, organization change occurs during the preparation for job analysis phase.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-02 Steps in the Job Analysis Process

6. In unionized organizations, job analysis steps have to meet the various provisions of the collective agreement between the management and the union.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-03 Phase 1: Preparation for Job Analysis

7. Job analysis questionnaires are checklists that seek to collect information about positions in a uniform manner.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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8. When using a job analysis questionnaire, it is important to use the same questionnaire on similar jobs.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

9. Information about the job environment, such as health and safety hazards, is included in working conditions on a job description.
TRUE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

10. Performance standards describe to what level an employee needs to be doing the job to be a good performer versus an average or a poor performer.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

11. Health and safety training or equipment that is required would be included in a job description under human characteristics.
FALSE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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12. The critical incident method involves identifying and describing specific events where an employee performed very well and when they performed poorly.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

13. When collecting job data, the analyst usually talks to a number of workers and then supervisors.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

14. Standardized surveys to collect information about jobs, working conditions, and other performance-related information are called questionnaires.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

15. When analysts use interviews to collect job information, they have the job analysis questionnaire as a guide but can include additional questions if needed.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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16. When using interviews to collect job data, both jobholders and supervisors are interviewed.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

17. When a facilitator brings together 5 to 7 experts on a job to discuss the job duties and responsibilities, it is called a brainstorming group.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

18. An employee log is an approach to collecting job- and performance-related information by asking the job-holder to summarize tasks, activities, and challenges in a diary format.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

19. The observation method of job analysis data collection faces issues of misunderstood questions, incomplete responses, and low response rates.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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20. Each method of collecting job- and performance-related information has its shortcomings. As a result, analysts often use a combination of two or more techniques concurrently.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

21. Disadvantages of focus groups for collecting job data include: they are slow, costly, and may miss regularly occurring activities.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

22. Once information about various jobs has been collected, it informs job descriptions, job specifications, job standards, and competency models.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-05 Phase 3: Use of Job Analysis Information

23. According to the text, observation is the most common method of collecting data for job analysis.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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24. A job description is a collection of tasks and responsibilities performed by an individual.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-06 Job Description

25. "Display and stock merchandise on shelves" is an example of a responsibility on a job description.
TRUE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Easy
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

26. Job descriptions will most often be approved by an incumbent and their supervisor.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

27. The two major attributes of jobs used for classification criteria in the NOC were skill level and skill type.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

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28. The first digit in the National Occupational Classification represents the skill type category.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Hard
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

29. In the National Occupational Classification, the second digit is for education level.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Hard
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

30. A job specification is a written statement that explains what a job demands of jobholders and human skills and factors required.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-08 Job Specification

31. "Works in a well-ventilated office" would be included under effort factors on a job specification.
FALSE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-08 Job Specification

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32. Job specifications should be generic so as not to limit employee job tasks. For example, it would be better to include "must lift heavy materials" than "lifts 10-pound boxes."
FALSE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-08 Job Specification

33. According to a survey by Glassdoor, employee morale was the most commonly cited aspect of jobs that was different from what new hires expected.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

34. When measured performance is misaligned with job performance standards, corrective action is taken to change either the standards themselves or feedback to improve job performance.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

35. Job performance standards are developed from job analysis information, and then actual employee performance is measured.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

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36. Job descriptions can be instrumental in ensuring that new hires' expectations about a job are met.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

37. Industry standards may be used as benchmarks for performance in certain jobs, particularly those based on service functions.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

38. A competency matrix lists different levels of skill for a combination of competencies.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-05 Define what competencies are and describe competency models.
Topic: 02-10 Competency Models

39. The need for an engineer to have the technical expertise at skill level 6 would be included on a competency matrix.
TRUE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-05 Define what competencies are and describe competency models.
Topic: 02-10 Competency Models

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40. When competencies become too broad, with few specific duties or tasks supporting them, any decisions made based on these competencies may not be legally defensible.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-05 Define what competencies are and describe competency models.
Topic: 02-10 Competency Models

41. In competency-based management, competencies are identified after carefully analyzing the work of the high performers.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-05 Define what competencies are and describe competency models.
Topic: 02-10 Competency Models

42. Job design identifies job duties, characteristics, competencies, and sequences regardless of technology, workforce, organization character, and environment.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-11 Job Design

43. Worldwide competition and complex technology has resulted in job elimination due to automation, making human resources less important for organizations today.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-11 Job Design

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44. Job families are groups of different jobs that are closely related by similar duties, responsibilities, skills, or job elements.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-15 Job Specialization

45. The definition of efficiency is achieving maximal output with task specialization.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-12 Organizational Considerations

46. A short cycle is created when workers are limited to a few repetitive tasks.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-12 Organizational Considerations

47. Short job cycles require large investments in worker training.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-12 Organizational Considerations

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48. The definition of work flow is the sequence of and balance between jobs in an organization needed to produce the firm's goods or services.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-12 Organizational Considerations

49. Ergonomics is the study of the relationship between the economy and the work environment.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-13 Ergonomic Considerations

50. According to the Job Characteristics Model, 5 characteristics result in 3 psychological states: meaningfulness, responsibility, and knowledge of expectations.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

51. Autonomy, in a job context, is defined as having control over one's work. It is the freedom to control one's response to the environment resulting in an increased sense of recognition, self-esteem, job satisfaction, and performance.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

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52. Task identity is a set of attributes and codes which serve to identify tasks within a job description
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

53. Creating the wick on candles but not getting to view the completed candle would be an example of a job that lacks task identity.
TRUE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

54. When police officers know that a community values their work, their job can be considered to have high levels of task significance.
TRUE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

55. The definition of feedback is information that helps evaluate the success or failure of an action or system.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

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56. Task significance is the impact which one's activities and responsibilities have on the workflow.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

57. Job enlargement adds more responsibilities and autonomy to a job, giving the worker greater powers to plan, do, and evaluate job performance.
FALSE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-15 Job Specialization

58. Environmental considerations are the influence of the external environment on job design. It includes employee ability, availability, and social expectations.
TRUE

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-16 Environmental Considerations

59. Fast food businesses in Alberta offering hiring bonuses to workers is an example of the effect of workforce availability.
TRUE

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-16 Environmental Considerations

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Multiple Choice Questions

60. In a national survey conducted by the Conference Board of Canada, what percentage of respondents reported the use of teams in their workplace?
A. 20%
B. 40%
C. 60%
D. 80%
E. Teams are archaic and are no longer used in workplaces

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Hard
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-15 Job Specialization

61. Which of the following is a strong reason why employee logs are NOT a popular choice for collecting job- and performance-related information?
A. Employees are often untruthful about the information they include in the log
B. After the novelty wears off, employees typically only report infrequently performed tasks
C. Asking employees to log job- and performance-related information is an invasion of their privacy
D. Employees may be lacking in key-boarding skills or have poor penmanship
E. Maintaining employee logs is time-consuming and costly for jobholders and human resource specialists

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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62. There are three main differences between competency-based job analyses and other forms of job analyses. Which of the following is one of these differences?
A. Competencies are job specific, contributing to success in only one job within the organization
B. Competencies are uniform across job roles
C. Competencies do not support the firm's vision, strategic direction, or values
D. Competencies contribute to both job performance and organizational success
E. Competencies need to be enacted the same way to ensure strong performance

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-05 Define what competencies are and describe competency models.
Topic: 02-10 Competency Models

63. When conducting an interview to collect data, a structured checklist should be used. The checklist should collect information on a variety of matters including:
A. Physical demands, working conditions, and safety and health issues
B. Current performance standards and improvements needed
C. Education, skills, competencies, and experience levels needed
D. Major duties and percentage of time spent on each
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

64. Which of the following may NOT occur as a result of job rotation?
A. A break in the monotony of highly specialized work
B. The worker becomes competent in several jobs
C. Employee's self-image and personal growth improves
D. Expansion of the number of related tasks in the job
E. Increases to training costs

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-15 Job Specialization

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65. Which of the following elements is NOT a key consideration when designing jobs?
A. Employee considerations
B. Organizational considerations
C. Environmental considerations
D. Job specialization considerations
E. Social considerations

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-11 Job Design

66. In the past, many Canadians were willing to work for long hours doing difficult jobs such as laying rail lines. However, today industrial workers are more highly educated and expect a higher quality of work life. This example highlights the importance of considering which of the following factors when designing jobs?
A. Work practices
B. Social expectations
C. Environmental considerations
D. Task significance
E. Job specifications

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-16 Environmental Considerations

67. Which of the following is a key consideration when designing jobs?
A. Financial considerations
B. Societal considerations
C. Organizational considerations
D. Economic considerations
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-11 Job Design

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68. Which of the following major Human Resource Management activities does NOT rely on job analysis information?
A. Elimination of unnecessary job requirements that can cause discrimination in employment
B. Matching of job applicants to job requirements
C. Fair and equitable compensation of employees
D. Planning of future human resource requirements
E. Determining employee career paths

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.
Topic: 02-01 Uses of Job Analysis Information

69. Likely targets of job analysis are jobs:
A. For which the work environment has not been recently altered
B. That are easy to learn or perform
C. For which the firm rarely hires
D. That have existed since the organization began
E. That are affected by new technology

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-03 Phase 1: Preparation for Job Analysis

70. Which of the following is a disadvantage of using direct observation as a means of collecting job- and performance-related information?
A. Workers may perform differently when they know they are being watched
B. It cannot confirm data collected using other methods
C. It cannot be used when language barriers exist
D. When analysts question data from other techniques, it cannot remove doubts
E. It only captures irregularly occurring activities

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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71. Which of the following is a nonhuman source of job data?
A. Job incumbent
B. Subordinates
C. Job experts
D. Videos/films supplied by appliance/machine manufacturers
E. Supervisors

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

72. Job analysis consists of three phases: preparation, collection of job information, and use of job information for improving organizational effectiveness. Which of the following is NOT part of the "use of job analysis" phase?
A. Job specification
B. Determining sources of job data
C. Job performance standards
D. Designing HRIS
E. Organization change

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-02 Steps in the Job Analysis Process

73. When creating a job analysis questionnaire, which of the following may be considered under the category of working conditions?
A. Education and training
B. Outline of the equipment used
C. Necessary skills and attributes
D. A description of how performance is measured
E. Physical surroundings encountered on the job

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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74. What is the definition of a competency?
A. The specific tasks and responsibilities to be performed by an individual
B. A set of characters which make an employee competitive
C. Knowledge, skill, ability, or behaviour associated with successful job performance
D. Communication skills making an employee a strong leader
E. A group of leaders within the organization

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-05 Define what competencies are and describe competency models.
Topic: 02-10 Competency Models

75. According to the Job Characteristics Model, which of the following outcomes occurs when employees do meaningful work, have high levels of responsibility, and are knowledgeable about the outcomes of their work?
A. Low motivation
B. High absenteeism
C. Low Satisfaction
D. High Turnover
E. High performance

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

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76. To improve the work experience in routine jobs, human resource departments often use a combination of job rotation, job enlargement, job enrichment, employee involvement, and work teams. What is the definition of job enrichment?
A. Adding more responsibilities and autonomy to a job
B. Increasing the number of tasks to a job to increase the job cycle
C. Moving employees from one job to another
D. Work that is organized around teams and processes
E. Providing more autonomy, feedback, and task significance to workers

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-15 Job Specialization

77. In the context of human resources, what does the acronym NOC stand for?
A. National Organization of Cosmetologists
B. National Optometrists Conference
C. Norwegian Organic Commission
D. National Organizational Classification
E. National Occupational Classification

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

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78. Industrial engineers study work cycles to determine which job elements can be combined, modified, or eliminated to reduce the overall time needed to perform the task. Task specialization was suggested as a key strategy to improve efficiency. Which of the following industries is best-suited to task specialization?
A. Manufacturing
B. Teaching
C. Nursing
D. Parenting
E. Social work

Accessibility: Keyboard Navigation
Blooms: Apply
Difficulty: Easy
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-12 Organizational Considerations

79. Which of the following are the 3 most popular methods of collecting job- and performance-related information?
A. Interviews, questionnaires, and observation
B. Interviews, focus groups, and questionnaires
C. Observation, focus groups, and employee logs
D. Employee logs, interviews, and focus groups
E. Questionnaires, employee logs, and observation

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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80. Job analysis information is usually sufficient for jobs with which of the following features?
A. Performance that requires substantial interpretation
B. Performance that is supported by multiple certificates and diplomas
C. Performance standards that are only fully understood by supervisors
D. Performance that is difficult to measure
E. Performance that is quantified

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

81. The study of ergonomics is multidisciplinary, using principles from which of the following fields of study?
A. Biology
B. Behavioural sciences
C. Physics
D. Engineering
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-13 Ergonomic Considerations

82. Which of the following areas of responsibility is NOT included in the "responsibilities" section on a job analysis form?
A. Decision making
B. Controlling
C. Organizing
D. Job designing
E. Planning

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-02 Discuss the various steps in conducting job analysis and methods of job data collection.
Topic: 02-04 Phase 2: Collection of Job Analysis Information

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83. Jobs are at the core of every organization's productivity. Which of the following is TRUE about jobs which are not well designed?
A. Employee output suffers
B. The organization is less able to meet the demands of society
C. Profits fall
D. Meeting customer needs becomes more difficult
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.
Topic: 02-01 Uses of Job Analysis Information

84. Which of the following are NOT parts of a job identity?
A. Job title
B. Status
C. Promotion schedule
D. Job location
E. Job grade

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

85. According to a survey conducted by Glassdoor, which of the following aspects has been cited as being different from new hires' expectations set during the hiring process?
A. The office space
B. Compensation
C. Employee benefits package
D. Job responsibilities
E. Training requirements

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

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86. Ergonomics-based work improvements are needed to accommodate the aging workforce. Which of the following symptoms associated with aging could require ergonomic accommodations to reduce physical demands?
A. Decrease in several hand functions
B. Lowered muscular strength
C. Reduced hearing
D. Reduced vision
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-13 Ergonomic Considerations

87. Which of the following is TRUE about the job description approval process?
A. Supervisors are asked to approve job descriptions
B. Job descriptions should be reviewed by selected jobholders
C. Having jobholders and supervisors approve job descriptions serves as a test of the job description
D. Supervisory approval serves as a check on the collection of job analysis information
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-03 Describe the contents of a job description and a job specification.
Topic: 02-07 Contents of a Typical Job Description

88. Which of the following can NOT be used in a competency matrix?
A. Creativity
B. Leadership
C. Technical expertise
D. Sexual orientation
E. Communication skills

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Easy
Learning Objective: 02-05 Define what competencies are and describe competency models.
Topic: 02-10 Competency Models

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89. Which of the following is TRUE about job performance standards?
A. Once established, they are set and cannot be changed
B. They become objectives or targets for employee efforts
C. They are susceptible to change, based upon an employee's gender
D. They are defined by the Canadian Standards Association
E. They are based solely on industry standards

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-04 Discuss the various approaches to setting performance standards.
Topic: 02-09 Job Performance Standards

90. Which of the following factors impact work practices?
A. Tradition
B. Collective wishes of employees
C. Unions
D. A weak or ineffective human resources department
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-16 Environmental Considerations

91. According to the Job Characteristics Model, which of the following job characteristics affects employee motivation, job satisfaction, and productivity?
A. Task efficiency
B. Work flow
C. Ergonomics
D. Variety
E. All of the choices

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: Medium
Learning Objective: 02-06 Outline the key considerations in job design.
Topic: 02-14 Employee Considerations

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