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Multiple Choice

1. The gathering, analyzing, and structuring of information about a job's components, characteristics, and requirements is a process called:
   a. task analysis
   b. job analysis
   c. surveying
   d. job description

ANSWER: b

2. Job analysis can serve as a foundation for:
   a. selecting employees
   b. training employees
   c. evaluating employees' performance
   d. all of these and more

ANSWER: d

3. The _____ is the process of determining the work activities and requirements, and the _____ is the written result.
   a. job analysis / job description
   b. job description / job analysis
   c. job evaluation / job description
   d. job analysis / job evaluation

ANSWER: a

4. Promoting people until they reach their highest level of incompetence is called:
   a. the Anderson Analog
   b. the Peter Principle
   c. personpower planning
   d. none of these

ANSWER: b

5. Shahidi Industries has a policy of promoting employees who perform well. Unfortunately, many of the people promoted do not become effective supervisors. Currently there is a crisis because most of the supervisors are getting poor performance reviews. Shahidi Industries seems to be a good example of:
   a. the Anderson Analog
   b. the Peter Principle
   c. personpower planning
   d. none of the above

ANSWER: b

6. Even though the _____ are not law, courts have granted them "great deference."
   a. Amendments
   b. APA Principles
   c. Uniform Guidelines
   d. Standards and Practice Guidelines

ANSWER: c

7. Which of the following practical uses of job analysis may discover lapses in organizational

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communication?

a. Training
b. Personpower planning
c. Organizational analysis
d. Performance appraisal

ANSWER: c

8. _____ was the first real court case that addressed the issue of job relatedness.

a. *McDonnel Douglas v. Green*
b. *Connecticut v. Teal*
c. *Pan American Airlines v. Diaz*
d. *Griggs v. Duke Power*

ANSWER: d

9. Which of the following is not true of job titles?

a. Titles should describe the nature of a job
b. Job titles can affect perceptions of job status
c. Titles provide workers with identity
d. All three of these statements are true

ANSWER: d

10. Which of the following sections in a thorough job description can be used in help wanted advertisements, internal job posting, and company brochures?

a. Job title
b. Brief summary
c. Work activities
d. Work context

ANSWER: b

11. Which of the following is another name for a job competency?

a. Work context
b. Job factors
c. Training requirements
d. KSAOs

ANSWER: d

12. Knowledge, skill, ability, and personality are types of:

a. competencies
b. job factors
c. job functions
d. compensable factors

ANSWER: a

13. Which of the following sections in a thorough job description contains what is commonly called job specifications?

a. Brief summary
b. Performance standards
c. Work activities

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d. Competencies

ANSWER: d

14. According to the author, the section of a job description which contains the knowledge, skills, abilities, and other characteristics necessary to be successful on the job is labeled _____; the section containing a list of tasks and activities in which the worker is involved is labeled _____.

a. job competencies/ work context

b. job competencies / work activities

c. work context / work activities

d. performance standards / work activities

ANSWER: b

15. A job analysis is typically conducted by:

a. job incumbents

b. supervisors

c. outside consultants

d. the human resource department

ANSWER: d

16. If you have a small number of incumbents in a job (6 people), how many should you interview as part of your job analysis?

a. all 6

b. 2

c. 4

d. 1

ANSWER: a

17. Informal changes that employees make in their jobs is called:

a. job crafting

b. spontaneous revision

c. position alterations

d. job reconstruction

ANSWER: a

18. Which of the following is the most common method of conducting a job analysis?

a. Observation

b. Task analysis

c. Interview

d. Job participation

ANSWER: c

19. Job analysis interviews are conducted to determine:

a. who should conduct the job analysis

b. who should participate in the job analysis

c. information about the job itself

d. if a job analysis is even necessary

ANSWER: c

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20. During the job analysis interview, the questions asked should be:
    a. open ended
    b. multiple choice
    c. true-false
    d. highly structured

ANSWER: a

21. An excellent group job-analysis interview technique is the:
    a. task analysis
    b. Ammerman technique
    c. brain storming
    d. Position Analysis Questionnaire

ANSWER: b

22. Josh conducted a job analysis by convening a panel of experts and having the panel identify the objectives and standards that are to be met by the ideal incumbent. What method of job analysis is Josh using?
    a. PAQ
    b. AET
    c. Nagy-Reilly Approach
    d. Ammerman Technique

ANSWER: d

23. A specialized job analysis interview that uses groups and focuses on objectives is:
    a. critical incidents
    b. PAQ
    c. the Ammerman technique
    d. task analysis

ANSWER: c

24. A problem with the observation method of job analysis is that it is often:
    a. illegal
    b. unreliable
    c. unethical
    d. obtrusive

ANSWER: d

25. In the task statement, "Types correspondence to be sent to vendors," ____ is the action and ___ is the object.
    a. correspondence / types
    b. correspondence / vendors
    c. types / correspondence
    d. vendors / types

ANSWER: c

26. Creating a list of tasks that are thought to be involved with a job, and having job incumbents rate the tasks on scales such as frequency of occurrence and importance, best defines which job analysis method?
    a. Task analysis
    b. Critical incident technique

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c. Job-element approach
d. Ammerman technique

ANSWER: a

27. Once task statements have been written, the next step is to:
a. select tests to tap KSAOs
b. determine essential KSAOs
c. interview incumbents
d. rate the task statements

ANSWER: d

28. A task statement rated ____ on frequency and ____ on importance would be left out of the job description.
a. low / low
b. high / high
c. high / low
d. low / high

ANSWER: a

29. ____ is a structured job analysis method containing 194 items and is difficult to read.
a. The critical incidents technique
b. The PAQ
c. The Ammerman technique
d. Task analysis

ANSWER: b

30. A revised version of the Position Analysis Questionnaire which is used by a job analyst rather than a job incumbent is the:
a. Job Structure Profile
b. Job Element Inventory
c. Job Components Inventory
d. AET

ANSWER: a

31. Andre is completing a questionnaire containing over 400 items covering five major categories: tools and equipment, perceptual and physical requirements, mathematical requirements, communication requirements, and decision making and responsibility. Andre is using the:
a. Job Components Inventory
b. Position Analysis Questionnaire
c. Critical Incident Technique
d. Threshold Traits Analysis

ANSWER: a

32. The ___ is an excellent job analysis method for information about tools and equipment.
a. JCI
b. PAQ
c. F-JAS
d. AET

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ANSWER: a

33. Which of the following job analysis techniques is NOT a good source of information about competencies?
    a. CIT
    b. F-JAS
    c. AET
    d. TTA

ANSWER: c

34. The ___ is an excellent job analysis method for information about the work environment.
    a. JCI
    b. PAQ
    c. F-JAS
    d. AET

ANSWER: d

35. _____ is an example of an ergonomic centered job analysis method.
    a. The AET
    b. Task analysis
    c. The PAQ
    d. The Ammerman technique

ANSWER: a

36. The _____ is the job analysis method created by the federal government to replace the Dictionary of Occupational Titles (DOT).
    a. FJA
    b. PAQ
    c. AET
    d. O*NET

ANSWER: d

37. Generating examples of good and bad performance, and categorizing these examples based on their similarities and differences with other examples, best defines which job analysis method?
    a. Task analysis
    b. Critical incident technique
    c. Job-element approach
    d. Ammerman technique

ANSWER: b

38. The ___ is an excellent job analysis method for obtaining the physical abilities needed to perform a job.
    a. JCI
    b. PAQ
    c. F-JAS
    d. AET

ANSWER: c

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39. The best method(s) to use in analyzing a job appears to be:
    a. the Position Analysis Questionnaire
    b. interviews, observations, and job participation
    c. The Critical Incident Technique
    d. dependent on how the information will be used

ANSWER: d

40. Determining the worth of a job defines:
    a. functional job analysis
    b. job evaluation
    c. comparable worth
    d. salary surveying

ANSWER: b

41. _____ is the process of determining a job's worth.
    a. Comparable worth
    b. Job analysis
    c. Job evaluation
    d. Performance appraisal

ANSWER: c

42. In job evaluation, compensable factors would be associated with determining _____, whereas salary surveys would be associated with determining _____.
    a. internal equity / external equity
    b. external equity / internal equity
    c. internal equity/ wage trend lines
    d. external equity/wage trend lines

ANSWER: a

43. The first step in evaluating a job is to decide what factors differentiate the relative worth of jobs. These are called _____factors.
    a. job related
    b. compensable job
    c. task
    d. structural

ANSWER: b

44. Level of responsibility, mental demands, and education requirements would be potential _____factors.
    a. job related
    b. compensable job
    c. task
    d. structural

ANSWER: b

45. To construct a wage trend line, I would use:
    a. regression
    b. a ruler and graph paper

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c. nomological statistics
d. the span of discretion

ANSWER: a

46. After conducting a salary equity evaluation we find that Bob is underpaid by $2,000 and Bill is overpaid by $2,000. We would probably:
a. give Bob a raise and lower Bill's salary
b. not do anything
c. redo the job evaluation
d. give Bob a raise and leave Bill's salary alone

ANSWER: d

47. Salary surveys help establish:
a. external equity
b. legality
c. BFOQ's
d. internal equity

ANSWER: a

48. If an organization's compensation plan is competitive with other similar organizations', they are said to have:
a. internal equity
b. external equity
c. merit
d. comparable worth

ANSWER: b

49. Salary surveys are used to determine:
a. internal equity
b. external equity
c. merit
d. comparable worth

ANSWER: b

50. When an organization determines where it wants to be when compared with the compensation policies of other organizations, they are determining their:
a. external equity
b. rank order
c. market position
d. compensation structure

ANSWER: c

51. A job evaluation concerns the worth of the _____, not the worth of the _____.
a. job / person
b. person / job
c. performance / product
d. product / performance

ANSWER: a

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52. The job evaluation process determines the amount of money that a job is worth; this amount is called _____compensation.

a. financial
b. monetary
c. direct
d. indirect

ANSWER: c

53. According to national statistics, the average salary for women in the U.S. is approximately ____ of the average salary for men.

a. 57%
b. 98%
c. 50%
d. 82%

ANSWER: d

54. Differences in average salaries between men and women is the result of:

a. discrimination
b. vocational choice
c. educational opportunities
d. all of the above contribute to the difference

ANSWER: d

55. The statistical method most commonly used in a salary equity study is:

a. analysis of variance
b. chi-square
c. regression
d. nominal analysis

ANSWER: c

Objective Short Answer

56. What information should be in a well-written job description?

ANSWER:

- Job title
- Work activities
- Tools and equipment used
- Work context and environment
- Performance standards
- Competencies (KSAOs)

57. What groups/people are most likely to conduct a job analysis?

ANSWER:

- employees
- supervisors
- internal committees
- outside consultants

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58. List and briefly describe the job analysis methods discussed in your text

ANSWER:

- interview
- observation
- job participation
- Ammerman technique
- task analysis
- Critical incident technique (CIT)
- Position Analysis Questionnaire (PAQ)
- Job Structure Profile (JSP)
- Job Elements Inventory (JEI)
- Functional Job Analysis (FJA)
- Job Components Inventory (JCI)
- Threshold Traits Analysis (TTA)
- Fleishman Job analysis Survey (F-JAS)
- AET
- Personality Related Position Requirements Form (PPRF)

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