Introduction to Human Resource Management 3rd edition Wilton Test Bank

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Chapter 2: HRM and the Individual

1. The perspective on the employment relationship which views work organisations as made up of competing interest groups is:
    unitarist
    Marxist
    feminist
    *pluralist
2. The perspective on the employment relationship which views work organisations as akin to 'teams' or 'families' where all members share common interests is:
    *unitarist
    pluralist
    feminist
    Marxist
3. Which of the following is used to describe an employment relationship in which each party uses the other for short-term benefit:
    relational
    transient
    *transactional
    fleeting
4. Which of the following was the term used by Frederick Taylor to describe how workers deliberately underwork:
    *systematic soldiering
    natural soldiering
    social soldiering
    dawdling
5. Scientific management is associated with which of the following:
    upskilling
    *deskilling
    reskilling
    multi-skilling
6. Elton Mayo is associated with which programme of research:
    *Hawthorne experiments
    Philadelphia experiments
    Chicago experiments
    social experiments
7. Which of the following refers to the mode of control associated with allowing workers greater discretion in their work:

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sophisticated responsibility

*responsible autonomy

direct control

individual control

8. Control via the demarcation of responsibility, the construction of internal labour markets and career structures is referred to as:

technical control

hierarchical control

*bureaucratic control

sectional control

9. Boxall and Purcell (2003) suggest that individual performance is a function of:

*ability, motivation, opportunity

aptitude, motivation, organisation

ability, management, organisation

aptitude, management, opportunity

10. Motivational theories can be divided into which two groups:

process and context

*process and content

progress and content

progress and context

11. Vroom is associated with which motivational theory:

agency theory

*expectancy theory

content theory

hierarchy of needs

12. Which of the following is <u>not</u> associated with Fordism:

standardisation

*flexibility

routinisation

mass production

13. Which of the following is <u>not</u> associated with post-Fordism:

batch production

*task specialisation

high skill

customisation

14. Herzberg (1966) referred to those factors which are prerequisites for individual motivation but which cannot act as motivators alone, as:

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*hygiene factors

satisfiers

elemental factors

maintenance factors

15. Which of the following represents the highest level in Maslow's hierarchy of needs:

*self-actualisation

physiological needs

esteem needs

safety needs

16. What concept describes an employee's state of mind that reflects a combination of their commitment to their employer and the degree to which they are wiling to actively support and help out colleagues:

*employee engagement

employee expression

employee emancipation

employee awareness

17. What term is used to describe the implicit risks for each party to the employment relationship that are the domain of ethical decision-making:

moral maze

*moral hazards

mortal dangers

moral compass