

## Chapter 1—Human Resource Management in Organizations

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### MULTIPLE CHOICE

1. Which is not one of the major challenges currently facing HR managers?
- motivating employees without pay raises and promotions
  - changing federal, state and local legal requirements
  - adjusting benefit programs due to increasing costs
  - replacing “baby boomers” as they exit the workplace

ANS: A                      PTS: 1                      DIF: Easy                      REF: p. 3  
OBJ: 4                      NAT: AACSB Reflective Thinking                      LOC: Environmental Influence  
TOP: Conceptual

2. Human resource management is
- supervising, monitoring, controlling, and disciplining employees in order to achieve organizational goals efficiently and effectively.
  - the designing of organizational systems to ensure that human talent is used effectively and efficiently to accomplish organizational goals.
  - the efficient and effective use and coordination of human capital to ensure the profitability and long-term sustainability of the organization.
  - the design of the interface between the human capital of the firm and its technological and financial capital in order to efficiently and effectively reach organizational goals..

ANS: B                      PTS: 1                      DIF: Easy                      REF: p. 4  
OBJ: 1                      NAT: AACSB Reflective Thinking                      LOC: HRM  
TOP: Definitional

3. When the human resources function creates a unique capability in a firm that creates high value and differentiates the organization from its competition, human resources is a/an \_\_\_\_\_ for the firm.
- intangible asset
  - core competency
  - critical capability
  - strategic contributor

ANS: B                      PTS: 1                      DIF: Moderate                      REF: p. 4  
OBJ: 1                      NAT: AACSB Reflective Thinking                      LOC: Strategy  
TOP: Definitional

4. The collective value of the capabilities, knowledge, skills, life experiences and motivation of an organizational workforce is called
- the organization’s talent inventory.
  - total human resources.
  - human capital.
  - the organization’s intellectual assets.

ANS: C                      PTS: 1                      DIF: Moderate                      REF: p. 5  
OBJ: 1                      NAT: AACSB Reflective Thinking                      LOC: HRM  
TOP: Definitional

5. Through the \_\_\_\_\_ function, HR management provides the organization with a sufficient supply of qualified individuals to fill the jobs in the organization.
- staffing
  - equal employment opportunity

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