

MANAGEMENT, MARKETING & HUMAN RESOURCES CONCEPTS (591)

—OPEN EVENT—

REGIONAL – 2016

DO NOT WRITE ON TEST BOOKLET

TOTAL POINTS _____ (100)

Failure to adhere to any of the following rules will result in disqualification:

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.**
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.**
- 3. Electronic devices will be monitored according to ACT standards.**

No more than 60 minutes testing time

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Identify the choice that best completes the statement or answers the question.

1. In a _____, employees operate remotely from each other and from their managers.
 - a. bureaucratic organization
 - b. fluid organization
 - c. telecommuting center
 - d. virtual workplace

2. Which inquiry is unlawful during a pre-employment interview?
 - a. Were you happy in your last job?
 - b. Are you married?
 - c. What are your career goals for the next five years?
 - d. How long did you hold your last job?

3. The ability of a carrier to move goods over a specific route or network is the measure of its _____.
 - a. accessibility
 - b. dependability
 - c. capability
 - d. load flexibility

4. The SWOT analysis examines an organization's _____.
 - a. structure, wishes, organization, testing
 - b. strengths, weaknesses, opportunities, threats
 - c. simpatico, workings, occupation, timing
 - d. strengths, wealth, outgoing products, thrust

5. A person responsible to perform a variety of HR activities is often called a _____.
 - a. HR generalist
 - b. human relations specialist
 - c. personal consultant
 - d. HR specialist

6. An application form _____.
 - a. provides a record of the applicant's desire to work for the company
 - b. provides basic personal information for applicants who become employees
 - c. provides the interviewer with a profile of the applicant
 - d. all of the above

7. The task of recruiting is to _____.
 - a. identify the best qualified candidates
 - b. orient new employees to the organization
 - c. attract a pool of qualified applicants
 - d. ensure all OFCCP requirements are fulfilled

8. Who, in an organization, is responsible for an employee's career development?
 - a. The employee's manager
 - b. The company
 - c. The employee
 - d. The HR department

9. Span of control is also known as _____.
 - a. job rotation
 - b. span of responsibility
 - c. span of management
 - d. job sharing

10. The developer of the Theory of Hierarchical Needs is _____.
 - a. Herzberg
 - b. Maslow
 - c. McClelland
 - d. McGregor

11. Organizational plans that span more than five years are known as _____.
 - a. opportunity plans
 - b. long-term goals
 - c. short-term goals
 - d. attainable goals

12. What is the name of a legal contract between a buyer and a supplier that lists the characteristics, price, and shipping instructions of the items the supplier will provide?
 - a. invoice
 - b. terms-of-sale
 - c. merchandise plan
 - d. purchase order

13. When a task is too time consuming for a manager to handle alone, he or she may _____.
 - a. delegate the task
 - b. ask for advice from employees
 - c. perform an audit of the organization
 - d. seek a new job to avoid responsibility

14. A group of workers performing very specific tasks or sets of tasks is known as _____.
 - a. job depth
 - b. specialization
 - c. management
 - d. job scope

15. A detailed series of related steps or tasks written to implement a policy is called a _____.
- policy
 - procedure
 - rule
 - goal
16. In which step of the sale should you learn what the retail customer is looking for in a good or service?
- approaching the customer
 - determining needs
 - presenting the product
 - overcoming objections
17. Ethical behavior can best be described as _____.
- employee theft
 - behaving honestly
 - falsifying records
 - lying about hours worked
18. Goods and services that are purchased abroad are called _____.
- comparative
 - absolute
 - exports
 - imports
19. When a leader presents group members with a problem situation and asks the group to write down their ideas rather than saying them aloud, he or she is encouraging creativity through _____.
- brainstorming
 - brainwriting
 - wish lists
 - multi-dimensional frameworks
20. The communication method that is *most* appropriate for sensitive issues is _____.
- verbal
 - written
 - general
 - specific
21. When team members meet together to give feedback on individual performance, they are participating in _____?
- shared responsibility
 - leadership
 - consensus
 - goals

22. The approach a company uses to market successfully is known as _____.
- marketing tips
 - marketing concepts
 - procedures
 - marketing policies
23. In terms of staffing, the responsibility of line management is _____.
- making final decisions on entry-level hires and promotions.
 - doing a job/competency analysis.
 - the development of legally sound performance management systems.
 - investigation of employee complaints.
24. Organizations known for the quality of their products and services strongly believe that _____ are the key to those results.
- eminent board members
 - virtual organizations
 - employees
 - outstanding HR managers
25. The HRM responsibility aimed at preserving and enhancing employee job competence is _____.
- development
 - staffing
 - retention
 - managing change
26. Companies that outsource work far from their home countries are said to be _____.
- offshoring
 - onshoring
 - outsourcing
 - nearshoring
27. Globalization has been encouraged by _____.
- the ease of travel and communication
 - the decrease in employees willing to take foreign posts
 - the complexity of matrix organizations
 - a lack of global resources
28. A marketing research study using a _____ involves discussions among a small number of consumers led by an interviewer and is designed to generate insights and ideas about products and brands.
- survey
 - long interview
 - projective technique
 - focus group

29. Motivation affects a person's _____ of voluntary behavior.
- direction, intensity, and persistence
 - antecedents, consequences and reinforces
 - size, shape and weight
 - aptitudes, abilities, and competencies
30. _____ characterizes people who are quiet, shy, and cautious.
- Introversion
 - Openness to experience
 - Conscientiousness
 - Neuroticism
31. Ethics is most closely related to _____.
- values
 - locus of control
 - the Myers-Briggs type Indicator
 - personality
32. This law can force a manufacturer to recall a product if found to be impure.
- Federal Food, Drug, and Cosmetic Act of 1938
 - Truth in Lending Act of 1968
 - National Environmental Policy Act of 1969
 - Wheeler-Lea Act of 1938
33. Sales made over the World Wide Web are also known as _____.
- Internet dollars
 - Web sales
 - E-commerce
 - Internet exports
34. Employment laws forbid discrimination due to gender, age, religion or national origin. This expectation falls under what heading?
- equity
 - negotiation
 - values
 - respect
35. Which of the following purchases would *most likely* be made with discretionary income?
- food
 - magazine subscriptions
 - clothing
 - an apartment

36. Employers tend to feel the most important selection tool is (are) _____.
- the interview
 - reference books
 - tests
 - physical exams
37. Which service providers are *most likely* to bundle-price their services?
- doctors
 - theaters
 - retail stores
 - airlines
38. The Family and Medical Leave Act of 1993 _____.
- prevents employers from granting special privileges to female employees that are not made available to male employees
 - requires employers to treat maternity leave the same as other personal or medical leaves
 - requires that employees be given up to 12 weeks family leave without pay upon the birth or adoption of a child
 - all of the above
39. The major limitation to the interview method of job analysis is _____.
- it is less accurate
 - it is very time consuming
 - it is a very complex process
 - it is too subjective
40. Friends of employees can be considered what type of recruiting source?
- media source
 - competitive source
 - external source
 - internal source
41. The amount of goods and services available for sale is called _____.
- demand
 - reserve
 - supply
 - economy

42. Compared with commercial banks, credit unions generally offer _____.
- higher interest rates on loans
 - fewer financial services
 - higher interest on savings
 - lower fees and loan rates
43. The person who sets the company's objectives is the _____.
- product manager
 - line manager
 - production manager
 - chief executive officer
44. The majority of retraining focuses on _____.
- motivation
 - knowledge
 - literacy
 - skills
45. Organizations strive to retain talented workers in a hot job market by offering employees
- coordination of control
 - flexible work schedules
 - Total Quality Management
 - unity of command
46. The fundamental rethinking and radical redesign of business processes to achieve dramatic improvements in cost, quality, and speed is called
- reengineering
 - Six Sigma
 - lead manufacturing
 - Total Quality Management
47. The measure of output of goods and services relative to the input of labor, capital, and equipment is known as
- quality enhancement
 - profits
 - productivity
 - resources
48. A document sent to other employees within the office is a(n):
- agenda
 - letter
 - interoffice memorandum
 - itinerary

49. Staffing is comprised of all the following activities *except*:
- a. identifying work requirements within an organization
 - b. involving employees in business strategies
 - c. recruiting, selecting, and promoting qualified candidates
 - d. determining the number of people and the skills necessary to do the work
50. _____ are HR professionals who ensure today and tomorrow's talent, shape the organization, foster communication, and design reward systems.
- a. cultural stewards
 - b. creditable activists
 - c. strategy architects
 - d. organizational designers



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ANSWER KEY
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TOTAL POINTS _____ (100)

**Judges/Graders: Please double check and verify all
scores and answer keys!**

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ANSWER KEY
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- | | |
|-------|-------|
| 1. D | 26. A |
| 2. B | 27. A |
| 3. A | 28. D |
| 4. B | 29. A |
| 5. A | 30. A |
| 6. D | 31. A |
| 7. C | 32. A |
| 8. C | 33. C |
| 9. C | 34. A |
| 10. B | 35. B |
| 11. B | 36. A |
| 12. D | 37. D |
| 13. A | 38. C |
| 14. B | 39. B |
| 15. B | 40. D |
| 16. B | 41. C |
| 17. B | 42. D |
| 18. D | 43. D |
| 19. B | 44. D |
| 20. A | 45. B |
| 21. B | 46. A |
| 22. B | 47. C |
| 23. A | 48. C |
| 24. C | 49. B |
| 25. A | 50. D |