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Question Type: MultipleChoice

Which of the following is a feature associated with personnel management rather than the more modern concept of human resource management?

Options:

- A- The line manager's role is seen as transactional
- B- Employees are seen as assets
- C- Employees are motivated by consent
- D- There is an emphasis on facilitation

Answer:

Α

Question 2

Question Type: MultipleChoice

Which of the following effects on tax is a benefit of the implementation of Corporate Social Responsibility (CSR) strategies?

Options:

- A- Reduction in environmental taxes
- B- Reduction in value added tax
- **C-** Reduction in income tax
- **D-** Reduction in corporation tax

Answer:

Α

Question 3

Question Type: MultipleChoice

Which of the following is a disadvantage of using the internet, (E-marketing), to sell products?

Options:
A- Set-up and maintenance costs
B- Enables close customer relationships
C- The organisational size is irrelevant
D- It provides sophisticated segmentation opportunities
Answer:
A
Question 4
Question Type: MultipleChoice
Which type of organisation is owned byitscustomers, strictly speaking is a not-for-profit organisation and is in the private sector?

Options:

A- Sole trader

- **B-** Partnership
- **C-** Charity
- **D-** Mutual organisation

Answer:

D

Question 5

Question Type: MultipleChoice

It is important to assess the contribution made by the finance function. If a balanced scorecard approach is used, which of the following categories would utilise the measure of staff turnover?

Options:

- A- Customer satisfaction
- **B-** Enhancement of internal processes
- **C-** Financial



Question Type: MultipleChoice

Corporate governance in the UK,that provides guidance regarding areas such asdirectors, internal controls and remuneration,is largely defined by which of the following?

Options:

- A- Greenbury report
- **B-** Combined Code
- **C-** Cadbury report
- **D-** Hampel report

Answer:

В

Question 7

Question Type: MultipleChoice

M works for an organisation thatadopts the principleofatotal reward package for high achieving employees. The organsiation recognises that there are more things to motivate staff than cash remuneration alone. M is striving for promotion and has been promised a company car and prominent car parking space at the front of the office if he achieves it. Which of Maslow's needs is being identified in the scenario above?

Options:

- A- Ego
- **B-** Self-fulfillment
- C- Safety
- **D-** Social

Answer:

Α

Question Type: MultipleChoice

P is employed by an organisation which pays well for work done to a high standard. P is fortunate in that he really enjoys his work, takes great pride in the presentation of his deliverables and always seeks ways to improve his approach and output. Which reward classification described above?

Options:

- A- Intrinsic reward
- **B-** Economic reward
- **C-** Social relationship
- D- Financial reward

Answer:

Α

Question Type: MultipleChoice

Company Qisa relatively small company but expanding quickly. In this period of rapid growth itfeels that now is the time to add a Human Resource presence and support, but does notwish to add a permanent department within the organisational structure. What is the best option for Company Q?

Options:

- A- Virtual Human Resource department
- B- Project based Human Resource department
- C- Networked Human Resource department
- D- In-house Human Resource department

Answer:

Α

Question 10

Question Type: MultipleChoice

Company T has eight main products that it markets and sells. One particular product requires a low amount of ongoing investment, has low growth prospects but currently maintains a high market share.

According to the Boston Consulting Group Matrix, which category is this product in?

Options:

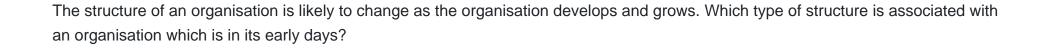
- A- Cash cow
- **B-** Star
- **C-** Question mark
- D- Dog

Answer:

Δ

Question 11

Question Type: MultipleChoice



Options:

- A- Entrepreneurial
- **B-** Functional
- **C-** Divisional
- **D-** Matrix

Answer:

Α

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