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## Question 1

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**Question Type:** MultipleChoice

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

### Options:

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- 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:

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A

## Question 2

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**Question Type:** MultipleChoice

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

**Options:**

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

**Answer:**

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A

## Question 3

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**Question Type: MultipleChoice**

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

**Options:**

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- A- Set-up and maintenance costs
- B- Enables close customer relationships
- C- The organisational size is irrelevant
- D- It provides sophisticated segmentation opportunities

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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Which type of organisation is owned by its customers, strictly speaking is a not-for-profit organisation and is in the private sector?

**Options:**

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- A- Sole trader

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

**Answer:**

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D

## Question 5

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**Question Type: MultipleChoice**

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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:**

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

**D-** Learning and growth

**Answer:**

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D

## Question 6

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**Question Type: MultipleChoice**

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

**Options:**

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**A-** Greenbury report

**B-** Combined Code

**C-** Cadbury report

**D-** Hampel report

**Answer:**

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B

## Question 7

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**Question Type:** MultipleChoice

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M works for an organisation that adopts the principle of a total reward package for high achieving employees. The organisation 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:**

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A- Ego

B- Self-fulfillment

C- Safety

D- Social

**Answer:**

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A

## Question 8

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**Question Type: MultipleChoice**

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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 is described above?

### Options:

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

### Answer:

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A



## Question 9

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**Question Type: MultipleChoice**

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Company Qisa relatively small company but expanding quickly. In this period of rapid growth it feels that now is the time to add a Human Resource presence and support, but does not wish to add a permanent department within the organisational structure. What is the best option for Company Q?

### Options:

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

### Answer:

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A

## Question 10

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**Question Type: MultipleChoice**

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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:**

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A- Cash cow

B- Star

C- Question mark

D- Dog

**Answer:**

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A

## Question 11

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**Question Type:** MultipleChoice

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The structure of an organisation is likely to change as the organisation develops and grows. Which type of structure is associated with an organisation which is in its early days?

**Options:**

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A- Entrepreneurial

B- Functional

C- Divisional

D- Matrix

**Answer:**

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A

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