Practice Exam

HRM Competencies for HR Professionals

1. What does the Canadian Charter of Rights and Freedoms guarantee?
   1. Fundamental rights to every human including freedom of speech, press, assembly, association, and religion
   2. Limited rights based on organizational policies
   3. Rights only pertaining to employment
   4. Rights exclusive to certain groups
2. Which of the following is a dimension of the Big Five Personality Traits?
   1. Openness to experience
   2. Ability to use specific software
   3. Competency in financial analysis
   4. Knowledge of foreign languages
3. How does job specialization contribute to an organization?
   1. Increases productivity, reduces training costs, and ensures efficient task completion
   2. It increases the need for supervisory roles
   3. It limits employee skills development
   4. It reduces communication efficiency
4. When creating a Recruitment Plan, what is one of the considerations for HR Managers?
   1. Increasing organizational costs
   2. Reducing employee satisfaction
   3. Fulfilling legal requirements
   4. Projecting future needs of the employer
5. Why is it important to investigate minor injury and near-miss events?
   1. They have legal reporting requirements
   2. They always lead to significant injuries
   3. They are required by the Workplace Safety and Insurance Board (WSIB)
   4. They can reveal important insights that might prevent a future injury
6. Why is understanding contemporary issues in job design important for HR managers?
   1. To focus solely on traditional job design methods
   2. To reduce the flexibility and adaptability of the organization
   3. To adapt to changing work patterns and integrate new technologies like AI effectively
   4. To disregard changes in work habits and technology
7. Why is the definition of a workplace hazard intentionally vague?
   1. To confuse workers about workplace safety
   2. To limit the scope of hazards to physical objects only
   3. To ensure that anything that could potentially harm a worker is included
   4. To make it difficult for employers to identify hazards
8. What is Tort Law and how is it divided?
   1. Provides compensation for injuries or property damage and is divided into Intentional Torts and Torts of Negligence
   2. Focuses on financial compensation for business losses
   3. Deals with organizational structural changes
   4. Is limited to employment and recruitment disputes
9. What is a benefit of structured interviews mentioned in the text?
   1. Treatment of candidates the same way
   2. Unpredictable outcomes
   3. Poor quality results
   4. Variability in questions
10. What is 'Task Identity' in the context of job design?
    1. The degree to which a person is in charge of completing an identifiable piece of work from start to finish
    2. The ability to identify with the company's goals
    3. The identification of tasks that are irrelevant
    4. The similarity of tasks among different jobs
11. What is the primary purpose of the Human Resources Professionals Association (HRPA)?
    1. To promote and protect the public interest by governing and regulating the practice of HR professionals
    2. To provide financial assistance to HR professionals
    3. To organize social events for HR professionals
    4. To focus solely on recruitment practices in Ontario
12. How does diversity benefit organizations according to research?
    1. Diversity only impacts the HR department
    2. Diverse organizations report higher sales revenues, more customers, larger market shares, and greater profits
    3. Diverse organizations face more legal challenges
    4. Diversity expands organizational growth
13. What does a Home Country refer to in international business?
    1. The country with the largest market share for the company
    2. The country where the corporate headquarters is located
    3. A country where the company has no physical presence
    4. Any foreign country where the company operates
14. What are the three designations maintained by the HRPA?
    1. Certified HR Consultant, Certified HR Trainer, Certified HR Coordinator
    2. Certified Human Resources Professional (CHRP), Certified Human Resources Leader (CHRL), Certified Human Resources Executive (CHRE)
    3. Certified HR Specialist, Certified HR Administrator, Certified HR Generalist
    4. Certified HR Manager, Certified HR Director, Certified HR Analyst
15. What do social media checks by employers primarily focus on, according to the text?
    1. Job-specific abilities
    2. Physical abilities
    3. Information that supports candidates' qualifications
    4. Professional online persona
16. Why is performance management important for employee development?
    1. It focuses solely on increasing employee salaries
    2. It provides feedback on weaknesses and strengths for awareness and change
    3. It ensures job security for employees
    4. It simplifies the job of HR managers
17. In a pay grading system, what is typically considered when assigning a pay grade?
    1. The job's value and requirements, and employees are paid within the range of their assigned pay grade
    2. The length of time an employee has been with the company
    3. The geographical location of the employee
    4. Personal preferences of the HR manager
18. What is the purpose of identifying performance measures in the evaluation process?
    1. To evaluate performance objectively, often using the job description as a tool
    2. To increase the salary of the employees
    3. To reduce the number of employees
    4. To prepare for potential legal actions
19. Why is the family considered in the selection of expatriates for long-term assignments?
    1. Families are usually the primary decision-makers for assignments
    2. Families provide financial support for the expatriate
    3. The company is legally required to involve families
    4. The family's adaptation is critical to the expatriate's success and well-being
20. What is a point factor system in job evaluation?
    1. A system that only evaluates managerial positions
    2. A method where jobs are assigned points based on compensable factors like knowledge, skills, and responsibilities
    3. A system where points are given based on the popularity of the job
    4. An approach where points are used to rank employee performance
21. What is Organizational Behaviour (OB) defined as?
    1. The analysis of marketing strategies
    2. The study of technological impact on organizations
    3. The study of financial systems within organizations
    4. The systematic study and application of knowledge about how individuals and groups act within organizations
22. What is an authorization card in the context of forming a union?
    1. A card that authorizes the company to negotiate on behalf of employees
    2. A card authorizing the union to represent a group of employees
    3. A card that confirms an employee's membership in the union
    4. A card that permits employees to participate in union activities
23. Which one of these is NOT a course required for HRPA's Coursework Requirement?
    1. Occupational Health and Safety
    2. Recruitment and Selection
    3. Human Resources Management (HRM)
    4. International Business Management
24. What ongoing support should HR provide during an international assignment?
    1. Sporadic communication focusing on logistical aspects
    2. Regular check-ins and support for individual and team development
    3. Complete autonomy without any HR involvement
    4. Only technical support for project-related issues
25. In the context of a PEST analysis, why is it important to understand technological characteristics?
    1. To focus solely on improving the company's IT infrastructure
    2. To keep up with the latest gadgets and devices
    3. To identify technological advancements that can affect or advance the company
    4. To compete in technology-driven markets only
26. What does internal equity in compensation refer to?
    1. Perceived fairness in pay among different jobs within the same company, based on their value and requirements
    2. Equal pay for all employees regardless of their job
    3. The comparison of salaries with industry standards
    4. The company's financial status compared to its competitors
27. Which environmental factor affects international projects and requires HR attention?
    1. Only financial stability of the company
    2. The marketing strategies of the company, the financial strategy of the company
    3. Internal company policies and procedures only
    4. Legal, political, economic, security, geography, culture, and infrastructure of the host country
28. What does "train-the-trainer" involve in the context of international assignments?
    1. Teaching employees how to use training software
    2. Providing training to managers who will then train other company representatives in the foreign country
    3. Focusing only on physical fitness training
    4. Training employees to become HR professionals
29. What are the key competencies required for Human Resources professionals?
    1. Technical skills related to HR software
    2. Knowledge, skills, abilities, and attributes (KSAs)
    3. Public speaking and presentation skills
    4. Financial and accounting skills only
30. What does 'external equity' refer to in the context of compensation?
    1. Fairness in pay compared to what other similar companies are paying their employees
    2. The external funding a company receives
    3. The company's stock market performance
    4. Employee satisfaction with the company culture
31. What is the core value of Trustworthiness in the HRPA Code of Ethics?
    1. Ensuring truthfulness, high standards, and transparency
    2. Promoting secrecy and confidentiality
    3. Avoiding transparency and openness
    4. Ignoring ethical considerations
32. What does the right to refuse in occupational health and safety legislation allow workers to do?
    1. Refuse to participate in joint health and safety committees.
    2. Refuse to work without providing any reason.
    3. Refuse unsafe work, requiring employers to investigate and remedy.
    4. Refuse to work only during emergencies.
33. How does technology impact HRM?
    1. Technology is not relevant to HRM
    2. Only influences the IT department
    3. Is used solely for data storage and analysis
    4. Alters job requirements, influences skills and competencies, and affects employee expectations
34. What legislative requirements determine the need for joint health and safety committees in the workplace?
    1. Joint health and safety committees are never required.
    2. Legislative requirements vary by jurisdiction and organization size.
    3. Union negotiations exclusively determine the need.
    4. Every workplace, regardless of size, is mandated to have a committee.
35. How is artificial intelligence (AI) influencing job design?
    1. AI decreases the efficiency of work processes
    2. AI is only used in high-tech industries
    3. AI is making most jobs obsolete
    4. AI supports or replaces mental tasks, allowing for faster and more efficient work processest
36. What is crucial for an effective discipline process?
    1. Frequent rule changes
    2. Having rules and policies in place and communicated
    3. Rigid management style
37. Why do larger companies use tracking systems for resumes?
    1. To speed up the recruitment process
    2. To filter through information and score resumes based on key job factors
    3. To create a legal record of applicants
    4. To eliminate the need for interviews
38. What is the next step after discussing the necessity of providing formal feedback and understanding the frequency of performance evaluations?
    1. Establish pay increase criteria
    2. Develop new job descriptions
    3. Determine the goals of the performance evaluation
39. What is the core purpose of a learning culture in an organization?
    1. To benefit individual employees, teams, and the organization through continual knowledge and skill development
    2. To maintain the status quo in organizational processes
    3. To focus only on individual employee growth without team collaboration
    4. To reduce training costs in the long term
40. What psychological states are expected to be experienced by employees due to the presence of the five core job dimensions in the job characteristics model?
    1. Experiencing a lack of clarity about job roles
    2. Having a low sense of job security
    3. Feeling stressed and overwhelmed
    4. Feeling that their work is meaningful, feeling responsible for the outcomes, and acquiring knowledge of results
41. What is the third step in the HRAC process?
    1. Hazard identification, which is the first step of HRAC
    2. Hazard recognition, which is the systematic task of identifying hazards
    3. Hazard control, which involves implementing preventive and corrective measures
    4. Hazard assessment, which determines urgent hazards
42. What is the main goal of job design in an organization?
    1. To focus solely on increasing employee salaries
    2. To satisfy technological, organizational, social, and personal requirements of the job holder
    3. To minimize the need for employee training
    4. To reduce the number of employees in the organization
43. What is discipline in the context of employee management?
    1. Motivational technique
    2. The process that corrects undesirable behaviour
    3. Employee punishment
44. What are the two actions involved in securing the scene during the incident investigation process?
    1. Reporting and making recommendations
    2. Completing the investigation and root cause analysis
    3. Interviewing witnesses and gathering evidence
    4. Eliminating uncontrolled hazards and protecting the scene to prevent evidence destruction
45. What are some ways to prepare for the Comprehensive Knowledge Exam?
    1. Ignoring exam preparation
    2. Forming a study group, self-study, mentorship, and attending prep programs
    3. Focusing only on practical experiences
    4. Relying solely on textbook knowledge
46. What is the first step in creating a training framework according to the provided text?
    1. Choosing the delivery mode for the training
    2. Conducting a needs assessment and setting specific, measurable learning objectives
    3. Determining the content of the training program
    4. Developing a budget for the training program
47. What is a critical aspect of ensuring the effectiveness of job analysis?
    1. Ignoring the feedback from job incumbents and supervisors
    2. Validating and verifying the job analysis information for accuracy with workers or supervisors
    3. Focusing only on the theoretical aspects without practical application
    4. Relying solely on outdated job descriptions
48. How can HR managers ensure the successful implementation of an Employment Equity Plan?
    1. Focusing solely on recruitment processes
    2. Implementing standard training programs for all employees
    3. Conducting annual performance reviews only
    4. By securing senior management commitment, analyzing demographic data, reviewing employment practices, and monitoring progress
49. How do HR Specialists ensure Equity and Fairness according to the Code of Ethics?
    1. By prioritizing certain employee groups
    2. Ignoring complaints of unfair treatment
    3. Focusing only on legal compliance
    4. By treating everyone equally and fairly and creating an inclusive workplace
50. What is a "mandated issue" in the context of performance issues?
    1. An issue that evolves into a behavior pattern
    2. A minor incident requiring casual conversation
    3. A serious issue that must be addressed immediately, often related to laws or regulations
51. What are some of the benefits of working in teams?
    1. Sharing knowledge, increased motivation, and higher sense of responsibility
    2. Reducing individual workload
    3. Avoiding conflicts and disagreements
    4. Ensuring faster completion of tasks
52. What distinguishes a Transactional Company in the global market?
    1. It balances global control with local responsiveness in a networked structure
    2. It operates only through e-commerce platforms
    3. It engages solely in international financial transactions
    4. It focuses on transactional marketing strategies
53. How does a variable pay system work?
    1. It provides a base pay and links the attainment of certain goals directly to employee pay
    2. It changes the salary randomly based on company profits
    3. It offers a fixed salary without any performance incentives
    4. It only includes non-monetary rewards like time off
54. What is a key aspect of the guidelines for feedback in performance evaluations?
    1. Encouraging open dialogue and discussing strengths, weaknesses, and improvement support
    2. Ignoring the employee's perspective
    3. Focusing solely on negative aspects
    4. Avoiding any discussion of weaknesses
55. What is the purpose of evaluating the team post-project?
    1. Setting new project goals
    2. Encouraging modifications in conduct of members
    3. Supporting the Project Manager's career growth
56. What is the core purpose of Hazard Recognition, Assessment, and Control (HRAC)?
    1. To determine liability for workplace injuries
    2. To assess the financial impact of hazards
    3. To methodically identify and control workplace hazards
    4. To dispute hazards between workers and employers
57. What might cause a person to experience culture shock?
    1. Differences in greetings, food, language, and local customs
    2. Similarities in cultural practices across different countries
    3. Lack of travel experience, language skills
    4. Exposure to international media and technology
58. What does contamination in performance appraisals refer to?
    1. Influence of unrelated factors on the evaluation
    2. The use of outdated technology
    3. Lack of communication between departments
    4. The physical working conditions
59. What does the multiple hurdle approach aim to achieve as the process progresses?
    1. To involve HR and the hiring manager in a discussion and selection process.
    2. To reduce the number of candidates as the process moves toward the finish line.
    3. To ensure a candidate achieves a minimum score level on all selection criteria.
    4. To assign scores and weights to specific factors.
60. What role do HR Managers play in the context of globalization?
    1. Managing a diverse workforce and understanding cross-cultural differences
    2. Managing global financial investments
    3. Overseeing international legal compliance
    4. Directing international marketing campaigns
61. What directive does WHMIS provide in Canada regarding chemicals?
    1. Properly label, use, manage, store, and dispose of chemical substances
    2. Develop as many chemicals as possible
    3. Keep chemical information confidential
    4. Ignore the materials safety data sheet.
62. What does the Equity Theory in compensation suggest about employee motivation?
    1. Compensation has no impact on employee motivation
    2. Employees evaluate their compensation by comparing it with others, and perceived unfairness can lead to motivational issues
    3. All employees are equally motivated by the same compensation package
    4. Employees are motivated solely by high salaries
63. What does the HRPA Human Resources Professional Competency Framework illustrate?
    1. Financial management skills for HR professionals
    2. Functional areas and enabling competencies for HR professionals
    3. Technical skills for HR software
    4. Public relations strategies for HR professionals
64. Which of the following is a key role of HRM in organizations?
    1. Designing and implementing talent management policies
    2. Directing external marketing campaigns
    3. Overseeing financial investments
    4. Managing the company's IT infrastructure
65. What cultural aspect is significant in Italian culture?
    1. Emphasizing global over local identities
    2. A focus on minimalism in lifestyle
    3. Patriotism and identification with one's home region over the country
    4. A strict adherence to modernism
66. Why is it important for HR specialists to study international cultures?
    1. To limit the influence of local cultures on business operations
    2. To focus solely on the legal aspects of international assignments
    3. To support team members in adjusting to cultural diversity and ethical dilemmas
    4. To enforce the company's culture in foreign branches
67. What is the purpose of job rotation in a training context?
    1. To reduce the workload of other employees
    2. To assess the employee's adaptability
    3. To teach the employee different jobs within the company, enhance their career, and prevent burnout
    4. To minimize the need for specialized training
68. What is an essential competency for HR Managers in terms of business acumen?
    1. Directing the organization's marketing strategies
    2. Managing the company's technological infrastructure
    3. Focusing solely on the financial aspects of the business
    4. Maintaining an understanding of the organization's vision, mission, values, and goals
69. What is a key aspect of the relationship competency for an HR Manager?
    1. Building relationships with external stakeholders only
    2. Building internal relationships that improve job satisfaction and commitment
    3. Managing customer relationships exclusively
    4. Focusing solely on relationships with the board of directors
70. What are some examples of employer-supported programs to promote work-life balance?
    1. Limiting remote work and flexible schedules
    2. Flexible working hours, onsite gyms and daycares, and time off
    3. Adding game rooms and beanbag chairs in the workplace
    4. Reducing employee benefits and increasing work hours
71. What is one of the main reasons companies strive to maintain a nonunion status?
    1. To enhance employee engagement
    2. To foster a more competitive work environment
    3. To comply with international trade agreements
    4. To control costs and maintain more management control
72. How does aligning professional development opportunities with the organization's business strategy contribute to a learning culture?
    1. It encourages a competitive rather than collaborative learning environment
    2. It ensures that learning is relevant and supports the company's mission, vision, and values
    3. It focuses exclusively on online training methods
    4. It limits learning to only high-ranking employees
73. How does 'Task Significance' impact employees according to the job characteristics model?
    1. It affects whether employees feel their job substantially affects others and boosts their self-worth
    2. It influences the employee's decision to stay or leave the company
    3. It dictates the salary and benefits of the job
    4. It determines the physical location where the tasks are performed
74. According to the text, what might be considered discrimination in the context of laws and legislation related to HRM?
    1. Paying a person less than their market worth for the skills they bring to the company
    2. Providing performance-based incentives
    3. Offering equal pay for equal work
    4. Complying with all employment laws
75. In the Kirkpatrick Model, what does the "Learning" level measure?
    1. The participants' enjoyment of the training
    2. The extent to which participants have improved their knowledge and skills
    3. The long-term retention of training material
    4. The cost-effectiveness of the training program
76. What information can be gathered from a group interview?
    1. Unrealistic for multiple interviews
    2. Observation of team dynamics
    3. How candidates may relate to others in their job
    4. Effective use of time
77. What serious concern should Human Resources monitor for in expatriates not adjusting well?
    1. General homesickness
    2. Minor complaints about local customs
    3. Resistance to learning the local language
    4. Signs of severe stress, such as drug abuse or emotional breakdowns
78. Which of the following is a requirement for HR professionals according to the HRPA?
    1. Specializing in one aspect of HR without a broad knowledge base
    2. Consistent standards and a professional association to join
    3. Having a background in law and legal practices
    4. Focusing only on domestic HR practices
79. What broader concept does 'compensation' in HRM encompass beyond just the paycheck?
    1. The Total Compensation Package, including wages or salary, perks, health-care benefits, and retirement plans
    2. Only the basic salary or hourly wage
    3. Solely performance-based bonuses
    4. Exclusively non-financial rewards
80. What does "fit" in the context of organizational fit include?
    1. Technical expertise, education, experience, company culture, and team culture
    2. Only technical expertise, education, and experience
    3. Fit in the company culture but not the team culture
    4. Fit within a team but not the company culture
81. In organizational behaviour, how is the culture of an organization typically defined?
    1. By the technological infrastructure of the organization
    2. By the financial goals and objectives of the organization
    3. By the marketing strategies adopted by the organization
    4. By shared beliefs and values that shape employee decisions and behaviour
82. What is a key responsibility of HR Managers in monitoring external and internal influences?
    1. Researching and monitoring how these influences impact the organization
    2. Focusing solely on financial management
    3. Developing new product lines
    4. Managing company investments
83. What is included in Employee Assistance Programs under flexible benefits?
    1. Exclusive access to company gym and wellness facilities
    2. Limited to legal and financial advisory services
    3. Only basic medical coverage
    4. Credits for extended health coverage plans, covering expenses like vision care, dental care, and physiotherapy
84. In the context of psychological harassment, what are employers required to do?
    1. Adopt and implement a psychological harassment prevention policy and address complaints
    2. Ignore psychological harassment if it doesn't affect work performance
    3. Only address harassment if it's reported by multiple employees
    4. Treat psychological harassment as a personal issue outside of work responsibilities
85. What does the value of Professionalism in HRPA's Code of Ethics emphasize?
    1. Prioritizing company profits over employee needs
    2. Avoiding responsibility for decision-making
    3. Focusing solely on policy implementation
    4. Upholding high personal standards and being accountable to employees and the public
86. What is a potential disadvantage of using social media as a recruiting tool?
    1. Overwhelming response
    2. Narrow net for applications
    3. Inexpensive
    4. Time-consuming
87. Which sectors are under federal jurisdiction for labour relations in Canada?
    1. All private sector companies
    2. Healthcare and social services
    3. Airlines, railways, banks, and federal agencies
    4. Technology and education sectors
88. What is Organizational Behaviour (OB) primarily concerned with?
    1. Overseeing the organization's marketing strategies
    2. The study and application of knowledge about how individuals and groups act within organizations
    3. Directing the company's technological infrastructure
    4. Managing the financial aspects of an organization
89. What are the two categories of competencies for HR professionals as proposed by the HRPA?
    1. Functional and Enabling Competencies
    2. Technical and Soft Skills
    3. Domestic and International Skills
    4. Individual and Team Competencies
90. What is a key component in the development of leadership competencies in employees?
    1. Using a one-size-fits-all approach for all potential leaders
    2. Limiting leadership development to senior management
    3. Designing strategic plans unique to each employee's needs, outlining goals and objectives for reaching leadership roles
    4. Focusing solely on technical skills without considering interpersonal competencies
91. Why is job analysis referred to as the 'building block' of HRM?
    1. Because it informs a multitude of HR policies and processes, leading to effective job design and HR practices
    2. Because it focuses only on the financial aspects of HRM
    3. Because it disregards the importance of team and department structure
    4. Because it is a one-time process with no long-term impact
92. What is a key outcome of a strong learning culture in terms of team performance?
    1. Reduced collaboration and sharing of knowledge
    2. Teams resisting change and innovation
    3. Teams focusing only on individual achievements
    4. High-performing teams with increased productivity and contribution to business goals
93. What is the potential downside of job shadowing as a training method?
    1. The possibility of the trainee learning â€œbad habitsâ€ or shortcuts that are not beneficial to the organization
    2. The high cost associated with job shadowing
    3. The length of time required for effective job shadowing
    4. The difficulty in finding suitable employees to shadow
94. According to the job characteristics model, what does 'Skill Variety' refer to?
    1. The level of difficulty of the tasks assigned
    2. The educational qualifications required for the job
    3. The number of tasks an employee has to perform
    4. The extent to which the job requires a person to utilize multiple skills
95. What are the essential components of a job description?
    1. Salary and benefits information
    2. Personal hobbies and interests
    3. Job title, NOC code, job functions, KSA, education and experience required, physical requirements
    4. Only the job title and department
96. What happens after a union receives certification from the Labour Relations Board?
    1. The union loses its right to represent employees
    2. The union is in a position to start contract negotiations
    3. The union must disband
    4. The union must conduct an internal election
97. What is the definition of discrimination according to the Canadian Human Rights Commission?
    1. Treating people differently based on their job performance
    2. An action or decision that treats a person or a group badly for reasons such as their race, age, or disability
    3. Ignoring individual differences in the workplace
    4. A decision based solely on an individual's qualifications
98. What is encompassed in the Organizational Effectiveness cluster of competencies?
    1. Developing only technological innovations
    2. Maintaining traditional practices without change
    3. Focusing exclusively on financial profitability
    4. Maximizing the performance of organizations, teams, and individuals
99. What are the two elements of the selection process that have remained stable over the years?
    1. Resume and Interview
    2. Job Application and Interview
    3. Job Application and Resume
    4. CV and Job Application
100. What type of worker representative is suggested to be more effective in joint health and safety committees?
     1. Those who solely rely on external enforcement by the state.
     2. Those who passively attend committee meetings.
     3. Those who avoid asserting knowledge about hazardous conditions.
     4. Those who collect their own information, assert knowledge, mobilize co-workers, and propose alternative solutions.
101. What is one strategy companies use to maintain a union-free work environment?
     1. Implementing strict anti-union policies
     2. Discouraging open communication among employees
     3. Limiting employee benefits and wages
     4. Offering higher wages and benefits so workers do not feel the need to join a union
102. What is the significance of demographic data and analysis in creating an Employment Equity Plan?
     1. It is used primarily for marketing purposes
     2. It focuses on the senior management team's demographics only
     3. It helps identify the representation of the four designated groups and informs the development of targeted actions
     4. It is only necessary for large multinational companies
103. What is a job, as defined in the provided text?
     1. A paid position to complete a task or a series of related tasks
     2. A role requiring no specific skills
     3. A volunteer activity
     4. A temporary assignment without pay
104. What is the initial step in onboarding new employees at a company, as per NestlÃ©'s approach?
     1. Setting long-term performance goals
     2. Providing a detailed job description
     3. Ensuring new employees have had a tour of the company and met some of the staff
     4. Assigning a mentor or coach immediately
105. What is one of the challenges in managing employees not performing well?
     1. Failure to set clear expectations
     2. Dealing with performance issues
     3. Lack of recognition
106. How has unionization in the commercial sector in Canada changed for men from 1981 to 2022?
     1. It has remained stable
     2. It has increased significantly
     3. It has decreased from 31% to 19%
     4. It has fluctuated without a clear trend
107. What is the role of an ethics officer in a company?
     1. To monitor employee behaviour outside of work
     2. To focus on guiding the business and its employees to act with integrity and honesty in daily operations
     3. To handle only financial ethics within the organization
     4. To enforce legal regulations within the company
108. What role does HR play in preparing for international projects?
     1. Delegating all responsibilities to local managers
     2. Focusing solely on domestic operations
     3. Ignoring stakeholder needs and concerns
     4. Involvement at the strategic level, providing training on environmental factors, and ensuring employee readiness
109. What is the main purpose of evaluating training effectiveness in organizations?
     1. To satisfy regulatory compliance
     2. To shorten the duration of future training programs
     3. To ensure training objectives were met and to demonstrate the return on investment (ROI) of training activities
     4. To reduce the overall cost of training
110. Why might a company miss out on highly talented employees if they do not provide benefits?
     1. Benefits have no impact on an employee's choice of employer
     2. Only entry-level employees are concerned with benefits packages
     3. Some employees will only work for companies that provide benefits, so lacking a benefits package can deter top talent
     4. All employees prefer higher salaries over benefits
111. In the context of Workforce Plan Execution Competencies, what does "Measure the impact of attraction initiatives" involve?
     1. Create development plans for employees
     2. Evaluate employee performance
     3. Determine the effectiveness of efforts to attract talent
     4. Assess future talent needs
112. What is human capital as defined in the text?
     1. The use of people's skills, education, knowledge, expertise, and abilities to achieve organizational effectiveness
     2. The process of hiring and firing employees
     3. The financial investment made in employees
     4. The technology and tools used by employees
113. What does successful completion of the Coursework Requirement in HRPA's certification process mean?
     1. Obtaining a minimum grade of 50% in all courses
     2. Achieving a grade of 70% or better over all nine courses with no single course below 65%
     3. Passing an oral examination
     4. Completing only practical assignments
114. What is the purpose of the first question, "Tell me about yourself," in an interview?
     1. To discuss the interview process
     2. To inquire about personal hobbies
     3. To allow the candidate to share their experience and background
     4. To evaluate cognitive abilities
115. What are some grounds of discrimination protected under the Canadian Human Rights Act?
     1. Organizational role and department
     2. Personal preferences and lifestyle choices
     3. Financial background and political affiliations
     4. Race, age, sex, sexual orientation, gender identity or expression, and others
116. What is the role of personality in Organizational Behaviour?
     1. Does not play a significant role in organizational behaviour
     2. Differentiates individuals and helps in understanding likely actions and feelings in various situations
     3. Is solely used for entertainment purposes in the workplace
     4. Is only relevant in personal interactions, not in professional settings
117. What is a core element of labour law in Canada?
     1. Mandatory union membership for all employees
     2. The right of all employees to join and participate in a union
     3. Unlimited strike rights for employees
     4. The prohibition of unions in certain sectors
118. What does pay equity specifically refer to?
     1. Equal pay for equal work when similar jobs are performed by men and women
     2. Different pay for different jobs regardless of the job type
     3. Individual negotiation of salaries without a set standard
     4. Pay based on the employee's age and gender
119. What is a challenge associated with teams in the workplace?
     1. Reduced creativity and innovation
     2. The need for development time and the potential for social loafing
     3. Lack of individual recognition
     4. Difficulty in sharing information
120. How are the terms 'education' and 'training' distinct from each other?
     1. Education focuses on practical skills while training is theoretical
     2. Education is acquiring knowledge and information, while training is the mastery of a skill or skill set
     3. There is no difference; they are interchangeable
     4. Training is more formal than education
121. What type of training is essential before departing for an international assignment?
     1. Training that includes understanding of the host country's culture, etiquette, and social norms
     2. Technical training related to the project only
     3. Training focused only on team-building activities
     4. Language training exclusively
122. What is the main goal of the Federal Pay Equity Act enforced in Canada?
     1. To focus on senior management pay scales only
     2. To provide equal pay for equal work regardless of the job type
     3. To increase overall salaries across all sectors
     4. To ensure that there is pay equity between positions commonly held by women and those commonly held by men
123. What is the role of HR regarding common law employment rights?
     1. To enforce only the rights of the employer
     2. To understand and interpret the contractual rights and obligations of employees and employers
     3. To represent employees in legal disputes
     4. To apply union laws to non-unionized workers
124. What is synchronous learning in the context of web-based training?
     1. Asynchronous learning with delayed feedback
     2. Instructor-led facilitation where participants are in the same place at the same time, either physically or online
     3. Training that is completed entirely offline
     4. Self-directed learning without an instructor
125. In what way does the economy influence HR management?
     1. Impacts employment supply and demand, influencing hiring and layoffs
     2. Economic conditions do not impact HR decisions
     3. It only affects the marketing strategies of the company
     4. The economy solely influences product development
126. What does the text recommend as a best practice to keep employees safe and healthy regarding fragrance sensitivities?
     1. Use restroom air fresheners liberally
     2. Encourage scented lotions and perfumes
     3. Institute a fragrance-free workplace policy
     4. Avoid ventilation systems in the workplace
127. What are the two types of fit that companies assess when hiring employees?
     1. Teamwork fit and leadership fit
     2. Person-organization fit and person-job fit
     3. Operational fit and strategic fit
     4. Product-market fit and financial fit
128. What is a potential outcome of performance appraisals attached to salary increases, promotions, and bonuses?
     1. Empowering team members for future work
     2. Creating confusion among team members
     3. Decreasing team morale
129. As a policy maker, what is a key responsibility of an HR Manager?
     1. Overseeing external communication strategies
     2. Creating and implementing policy to solve organizational problems
     3. Ensuring alignment between the organization's needs and employee needs
     4. Managing the company's stock portfolio
130. What characteristic infers that HR employees are professionals?
     1. Having a common body of knowledge and adhering to a code of ethics
     2. Focusing solely on recruitment and selection
     3. Being a member of a social club
     4. Working independently without any association
131. What is the Employment Standards Act's role in recruitment and selection?
     1. Regulating health and safety programs
     2. Promoting diversity and equity in recruitment
     3. Ensuring pay equity in the workplace
     4. Ensuring the right person in the right job and at the right time
132. What is an important factor for HR to consider when helping an employee develop a career plan?
     1. The employee's work-life balance needs, personality, "fit" within the company, and other personal priorities
     2. The employee's willingness to relocate
     3. The employee's willingness to work overtime
     4. The employee's age and gender
133. What is the focus of competency-based pay?
     1. The employee's educational background
     2. The employee's job title and department
     3. Only the employee's current skills
     4. The employee's traits or characteristics, focusing on their potential rather than specific skill sets
134. What is a crucial role of an HR Manager in their capacity as a service provider?
     1. Handling the organization's legal affairs
     2. Ensuring the effectiveness of HR services like hiring and training
     3. Directing product development
     4. Managing the company's investment strategies
135. What are some examples of formal expectations between employers and employees?
     1. Developing personal relationships
     2. Proper training, getting paid on time, and a safe workplace
     3. Solely managing work hours
     4. Only salary negotiations
136. In the context of cost containment and efficiency, what is a key role of HRM?
     1. Directing the company's research and development
     2. Overseeing the organization's legal compliance
     3. Managing the organization's investment portfolio
     4. Ensuring HR processes contribute to the organization's bottom line in a measurable way
137. What is the purpose of occupational health and safety legislation in Canada?
     1. To regulate the work hours of employees
     2. To grant rights to and impose duties upon workers and employers to reduce workplace injuries
     3. To provide guidelines for employee conduct
138. Regarding government influences, what is a critical responsibility of HR Managers?
     1. Directing the company's lobbying efforts
     2. Managing government contracts and grants
     3. Overseeing compliance with environmental regulations
     4. Ensuring compliance with laws like human rights and labour relations
139. What should the learning strategies in a training program be aligned with?
     1. The latest technological trends
     2. The most cost-effective methods available
     3. The personal preferences of the trainers
     4. The learning styles of the employee audience
140. What is a going rate model in compensation?
     1. A model based only on the organization's profitability
     2. A fixed rate for all employees regardless of their position
     3. A system that pays all employees the same regardless of their job function
     4. Analysis of the current market rate for a specific job at a specific time to create a competitive compensation package
141. What are some reasons employees might choose to join a union?
     1. To be part of a social group
     2. To follow company policies
     3. To increase wages, benefits, and job security
     4. To reduce workload
142. What is the first step in developing a performance evaluation process?
     1. Creating a discipline policy
     2. Development of an objective and fair evaluation form
     3. Scheduling performance evaluations
     4. Establishing a reward system
143. How can Human Resources help individuals/teams abroad cope with culture shock?
     1. By enforcing strict adherence to home country customs
     2. By limiting exposure to the local culture
     3. By assisting with stress management and cultural immersion strategies
     4. By encouraging complete assimilation into the new culture
144. What is included in the 'Job Specifications' part of a job description?
     1. Knowledge, skills and abilities (KSA), and other characteristics required to complete the job
     2. Only the salary and benefits offered
     3. Personal preferences and interests of the employee
     4. A detailed description of the company culture
145. In the context of HRM, what is performance assessment and management primarily concerned with?
     1. Monitoring the organization's market share
     2. Financial auditing and reporting
     3. Ensuring compliance with environmental regulations
     4. Measuring and managing employee performance
146. What role does HR play in supporting the families of expatriates?
     1. Managing the family's finances during the assignment
     2. Assisting with job search for the spouse, finding housing and schools, and providing transportation
     3. Ensuring the family remains in the home country
     4. Arranging leisure activities and tours for the family
147. How do HR Specialists demonstrate the value of Respect in their roles?
     1. By respecting the rights and needs of others and treating everyone with dignity
     2. Prioritizing company policies over individual rights
     3. Focusing only on employee discipline
     4. Treating senior management with more respect than other employees
148. What bias involves forming an opinion about how people of a given race, gender, religion, or other characteristics will think, act, or respond?
     1. Halo effect
     2. Confirmation bias
     3. Anchoring bias
     4. Stereotyping
149. In HR terms, what is meant by 'internal equity' in a compensation package?
     1. The similarity of compensation packages to competitors
     2. Perceived fairness in pay among different jobs within a company, based on skills, knowledge, experience, and education
     3. Equal pay for all employees regardless of their role
     4. The distribution of bonuses within the company
150. What is a key characteristic of HRM's fourth wave, as influenced by the COVID-19 pandemic?
     1. Emphasizing cost reduction and financial management
     2. HR becoming quasi-counsellors and supporting employees' overall well-being
     3. Returning to traditional personnel management practices
     4. Focusing solely on remote work technologies
151. What role does ethical governance play in developing HR plans and goals?
     1. Ensuring good behaviour and adherence to ethical values
     2. Concentrating solely on financial gains
     3. Focusing only on legal compliance
     4. Ignoring ethical considerations in decision-making
152. What is the duty to accommodate in the context of employment?
     1. Providing training opportunities for all employees
     2. Allowing all employees to work remotely
     3. Ensuring all employees have equal salaries
     4. Adjusting rules or practices to enable individuals, especially those with disabilities, to fully participate
153. In which performance evaluation method does the manager answer a series of questions about the employee's performance in essay form?
     1. Checklist Scale
     2. Critical Incident Appraisals
     3. Essay Appraisal
154. What does the HRPA Professional Competency Framework suggest about managing performance?
     1. Prioritizing customer satisfaction over employee performance
     2. Coaching managers in setting goals and expectations with employees
     3. Direct involvement in daily tasks of employees
     4. Focusing solely on financial incentives
155. What is an example of legitimate power within an organization?
     1. The power held by the marketing department
     2. Agreements made by members of the organization displayed through behaviours
     3. Financial power over investment decisions
     4. Only the authority held by senior executives
156. What is a grievance in the context of a collective bargaining agreement?
     1. An informal discussion about workplace issues
     2. A general complaint about working conditions
     3. A request for a raise or promotion
     4. A formal procedure when there is a disagreement on the interpretation of the collective agreement
157. What is typically included in a personalized career plan developed by HR employees?
     1. Setting goals unrelated to the employee's interests or skills
     2. Creating a plan without employee input
     3. Identifying career options, setting SMART goals, estimating costs, and regularly monitoring the plan
     4. Focusing only on the organization's needs, not the employee's
158. What are the four designated groups identified in the Employment Equity Act?
     1. Entrepreneurs, Freelancers, Remote workers, Part-time employees
     2. Women, Aboriginal peoples, Persons with disabilities, Visible minorities
     3. Single parents, Veterans, Unemployed individuals, Students
     4. Youth, Senior citizens, Middle-aged individuals, Immigrants
159. What is the purpose of pictograms in WHMIS 2015?
     1. To assist workers in recognizing hazards.
     2. To outline the 16 sections of Safety Data Sheets.
     3. To decorate safety posters.
     4. To emphasize signal words.
160. What is the basis of a skill-based pay system in compensation strategies?
     1. Pay is based solely on job title without regard for skills
     2. Salary levels are based on an employee's skills rather than job title
     3. Salaries are uniform across all job titles
     4. Salaries are determined by the employee's tenure
161. Which of the following is a way employers can retain talented women in their workplace?
     1. Focusing on recruitment without considering retention strategies
     2. Offering mentoring programs, ensuring pay equity, and providing flexible working conditions
     3. Offering the same benefits and policies irrespective of individual needs
     4. Limiting career advancement opportunities to senior roles only
162. In the context of recruitment, what is the significance of specifying the desired KSAOs?
     1. Reduces legal compliance
     2. Increases the number of applicants
     3. Implicitly excludes potential applicants
     4. Improves the accuracy of job descriptions
163. What is the primary goal of the 360Âº Feedback model?
     1. To increase the workload of HR specialists
     2. To create unity in the workplace through multi-source assessments
     3. To focus solely on annual performance reviews
     4. To reduce the number of employees in an organization
164. What is the purpose of honesty and integrity tests, as mentioned in the text?
     1. Measuring an applicant's propensity toward undesirable behaviours
     2. Assessing cognitive abilities
     3. Evaluating physical abilities
     4. Determining job knowledge
165. What are the benefits of having a diverse workforce?
     1. Higher sales revenues, more customers, larger market shares, and greater relative profits
     2. Reduced innovation and creativity
     3. Increased uniformity in decision-making
     4. Limited perspectives and problem-solving approaches
166. What are the five characteristics of effective teamwork?
     1. Focus on individual performance, no shared objectives, absence of trust, inconsistent skills, no incentives
     2. Absence of shared values, low trust, unclear vision, mismatched skills, lack of recognition
     3. Individual goals, competition, lack of trust, varying skills, no rewards
     4. Shared values, mutual trust, inspiring vision, skill/talent, rewards
167. Why is measuring organizational performance important?
     1. To assess the effectiveness of marketing strategies
     2. To evaluate the company's stock market performance
     3. To ensure effective use of resources and achievement of goals
     4. To track the personal performance of employees
168. In the context of the pandemic, how has the role of HRM evolved in organizations?
     1. Shifted entirely to online training and development
     2. Solidified HR at the executive level and adapting to flexible work challenges
     3. Focused mainly on recruitment and staffing
     4. Reduced its involvement in strategic decision-making
169. What is the purpose of a telephone interview in the selection process, according to the text?
     1. Rule out traditional interviews
     2. Conduct in-person interviews
     3. Determine salary requirements
     4. Prescreening to narrow the list
170. What do cognitive ability tests measure, according to the text?
     1. Personality traits
     2. A person's intelligence
     3. Job-specific abilities
     4. Physical abilities
171. What is the main objective of the HRPA's certification process for HR professionals?
     1. To focus solely on academic achievements
     2. To provide a basic introduction to HR practices
     3. To ensure that certified HR professionals competently perform important occupational activities and protect the public interest
     4. To limit the number of people entering the HR profession
172. What does job analysis and design in HRM involve?
     1. Overseeing the company's product design
     2. Handling the organization's public relations strategies
     3. Managing the organization's financial assets
     4. Defining, documenting, and organizing tasks for efficiency
173. What is the primary responsibility of Human Resources departments in developing compensation packages?
     1. Developing packages without considering organizational strategy
     2. Aligning the packages with organizational goals and ensuring they are effective, equitable, and compliant with laws
     3. Prioritizing external market factors over internal company needs
     4. Focusing solely on increasing employee salaries
174. How do unionized workers and labour laws impact compensation?
     1. Union negotiations are only about working conditions, not pay
     2. Unions negotiate with employers, often for higher wages, and employers must abide by the union collective agreements
     3. Unions have no impact on wages or salaries
     4. Unions determine the pay for all jobs in an industry
175. What factors do employees generally consider when deciding whether to join a union?
     1. The company's market position
     2. Only the cost of union dues
     3. Satisfaction with employer, personal attitudes towards unions, and beliefs about union benefits
     4. Personal relationships with management
176. How has globalization affected union membership?
     1. Globalization has had no significant impact on unions
     2. It has contributed to the decline due to jobs moving overseas
     3. It has led to a uniform increase in union membership worldwide
     4. It has increased union membership due to more global awareness
177. What are some health and safety competencies outlined in the HRPA Professional Competency Framework?
     1. Managing employee disputes, providing employee benefits, and conducting performance appraisals.
     2. Implementing work hours, ensuring workplace cleanliness, and monitoring employee productivity.
     3. Maintain knowledge of legislation, consider potential effects on employees, ensure compliance, evaluate risks, and implement measures to mitigate risks.
178. What does a job knowledge test measure?
     1. Propensity toward undesirable behaviours
     2. Cognitive abilities
     3. Personality traits
     4. A candidate's level of understanding about a particular job
179. How can HR help both union and management find common goals?
     1. By enforcing management decisions only
     2. By facilitating cooperation and identifying mutually beneficial objectives
     3. By prioritizing union demands over management goals
     4. By taking a passive role in discussions
180. Why might meeting with the Project Manager prior to the individual appraisal be a potential hindrance?
     1. It may set the tone for rater bias
     2. It accelerates the appraisal process
     3. It ensures unbiased evaluation
181. At which level of analysis in OB would examining a boss's personality be categorized?
     1. The organizational level
     2. The individual level
     3. The external environment level
     4. The group level
182. What are mandatory benefits as described in the text?
     1. Benefits that are optional for the employer to provide
     2. Benefits that include high salaries and bonuses
     3. Only health-related benefits provided at the employer's discretion
     4. Mandatory benefits are provided by the employer due to laws and regulations, including pension plans, Employment Insurance, and leaves without pay
183. What is the core purpose of a successful incident investigation?
     1. To determine blame for the incident
     2. To create a legal record of the incident
     3. To assess financial liabilities
     4. To uncover what happened to avoid future incidents
184. What are some examples of employer accommodations for persons with disabilities?
     1. Mandatory disability awareness training for all employees
     2. Implementing a standard workspace layout for all employees
     3. Providing interpreters, changing print materials to alternative media, and adjusting the workspace
     4. Providing transportation services, offering extended vacation time, and telecommuting options
185. How does an HR professional use incidence rate data?
     1. Determining employee satisfaction.
     2. Comparing it to competitors' marketing strategies.
     3. Comparing it to other companies in the same industry for safety standards.
     4. Assessing employee productivity.
186. How can regular meetings between union and management facilitated by HR improve labour relations?
     1. By focusing solely on the interests of the company
     2. By allowing HR to dominate the agenda
     3. By ensuring good communication and offering guidance to each party
     4. By limiting union influence in decision-making
187. How can organizations legally use certain discriminatory criteria according to the concept of Bona Fide Occupational Qualification (BFOQ)?
     1. By following trends in the industry
     2. If they can prove that the criteria are genuinely necessary for the job and not based on prejudice
     3. Through employee votes on company policies
188. What is a key difference between Domestic and International Human Resources?
     1. Domestic HR handles all aspects of employee relations
     2. International HR involves more activities and has a broader perspective of the world
     3. Domestic HR is more complex and challenging
     4. International HR only focuses on recruitment and selection
189. What does 'Business Acumen' competency involve for HR Managers?
     1. Maintaining an understanding of the organization's vision, mission, values, and goals
     2. Focusing exclusively on legal compliance
     3. Handling external public relations
     4. Concentrating on product development
190. In addition to minimum terms and conditions of work, what do employment standards (or labour standards) acts often outline?
     1. Limits on environmental pollution.
     2. Guidelines for workplace hazard assessments.
     3. Compensation for workplace injuries.
     4. Maximum hours of work and required rest breaks.
191. What is a suggested competency for HR professionals in promoting a culture of safety and health?
     1. Prioritizing production over safety
     2. Ignoring environmental concerns
     3. Developing programs and initiatives that encourage employees to engage in wellness activities
     4. Disregarding employee feedback
192. What is Organizational Behaviour primarily concerned with?
     1. How individuals and groups act within organizations
     2. The financial management of organizations
     3. Technological advancements in organizations
     4. Development of marketing strategies
193. How are non-unionized employees affected by unionism in the workplace?
     1. They are often disadvantaged by union activities
     2. They are not affected by unionism
     3. They are typically opposed to union initiatives
     4. They benefit from policy and procedure changes influenced by unions
194. What impact has technology had on HR processes from an employee perspective?
     1. Focusing solely on social media management
     2. Changing job requirements and influencing skills needed for job performance
     3. Overseeing the organization's cybersecurity
     4. Reducing the need for employee training
195. What does the Employment Standards Legislation in Canada cover?
     1. Wages, paid holidays and vacation time, maternity and parental leave, and overtime work
     2. Personal development training and career advancement opportunities
     3. Company profit sharing, stock options, and retirement plans
     4. Workplace culture and employee engagement initiatives
196. What is the primary purpose of job analysis in HRM?
     1. To identify and determine in detail the job duties, requirements, and their relative importance
     2. To reduce the time spent on hiring processes
     3. To focus only on compensation and benefits
     4. To eliminate the need for performance appraisals
197. In the context of a training program, why is selecting an appropriate delivery mode important?
     1. To ensure the training message is effectively communicated and suits different learning needs
     2. To minimize the duration of the training
     3. To reduce the overall cost of the training program
     4. To use the most advanced technology available
198. What is a disadvantage of Critical Incident Appraisals?
     1. Being time-consuming to develop
     2. Providing specific examples of behaviour
     3. Recording only adverse incidents
199. What are considered important technical skills for expatriates?
     1. Language proficiency only
     2. Technical and managerial skills
     3. A background in international law
     4. Prior experience in the host country
200. In the context of career development, what are SMART goals?
     1. Goals that are Specific, Measurable, Achievable, Relevant, and Time-Bound
     2. Goals that are only long-term and difficult to measure
     3. Unrealistic and vague aspirations
     4. Goals set by the manager without employee involvement
201. What is the primary focus of business unionism?
     1. To improve working conditions, protect employee interests, and improve wages and benefits
     2. To manage the HR department within a company
     3. To change company policies and profit distribution
     4. To promote equal economic opportunities through improved working conditions and wages
202. What is the significance of effective communication in an organization?
     1. Facilitating coordination, decision-making, and supporting employee wellness
     2. Managing solely the technological infrastructure
     3. Directing only the financial transactions within the organization
     4. Overseeing only the marketing campaigns
203. From which discipline does OB draw its understanding of personality, motivation, and values?
     1. Chemistry
     2. Psychology
     3. Physics
     4. Biology
204. What does development in the context of training and development refer to?
     1. Short-term skill enhancement
     2. Formal efforts to help employees acquire knowledge, skills, and abilities for future job responsibilities
     3. The process of orienting new employees to the company
     4. An intervention for poor performance
205. Beyond the Labour Relations Board, where else might complaints related to employment issues be addressed?
     1. Other courts, arbitrators, or government ministries, depending on the complaint
     2. Exclusively through private mediation
     3. Only within the internal company HR department
     4. In criminal courts for any workplace issue
206. What aspect of professionalism is essential for HR professionals?
     1. Life-long learning and obtaining credentials and designations
     2. Focusing on personal development only
     3. Staying in the same role without seeking advancement
     4. Ignoring changes and developments in HR practices
207. How did the role of HRM change during the COVID-19 pandemic, according to the text?
     1. Ceased to play any significant role
     2. Focused solely on remote work technologies
     3. Limited to managing financial crises only
     4. Expanded to include well-being support and adapting to remote work
208. Why is Walmart known in the context of unionization?
     1. For its partnerships with international labour unions
     2. For its support of unionization
     3. For its antiunion stance and allegations of union busting
     4. For being the first major retailer to unionize
209. How does the concept of self-monitoring relate to organizational behaviour?
     1. Focuses on supervising technological use in the workplace
     2. Concerns monitoring marketing strategies and their effectiveness
     3. Deals with financial monitoring within the organization
     4. Refers to the ability to modify behaviour according to social environment demands
210. What is a common issue that can negatively affect an organization's productivity and may require disciplinary action?
     1. Adherence to company policies
     2. Open communication and teamwork
     3. Conflicts with management or other employees
211. What is a crucial competency for HR Leaders or Business Leaders?
     1. Developing new product lines
     2. Managing the company's external partnerships
     3. Combining technology and behavioural skills to meet strategic plan needs
     4. Focusing exclusively on legal compliance
212. What is the Canada Labour Code, and which employees does it cover?
     1. A provincial law covering all employees in Canada
     2. A territorial law covering employees in specific regions
     3. A federal law covering employees of the federal government and those in interprovincial industries
213. What kind of support is important for repatriating employees?
     1. Minimal support to encourage independence
     2. Assistance with finding a new job outside the company
     3. Relocation assistance, financial and tax advice, social and professional network support, career counseling
     4. Focusing solely on financial compensation
214. In the context of job design, what does job enlargement entail?
     1. Focusing only on higher-level tasks
     2. Decreasing employee responsibilities
     3. Increasing the scope of a job by adding more activities at the same organizational level
     4. Reducing the number of tasks an employee performs
215. Which of the following is a reason some employees might choose not to join a union?
     1. They believe unions are highly effective
     2. A lack of information about unions
     3. Past poor experiences with unions or belief that the employer is fair
     4. Peer pressure to join
216. How does the multiple hurdle approach differ from the multiple cutoff approach?
     1. The multiple hurdle approach involves reviewing information, while the multiple cutoff approach uses a selection model.
     2. Multiple cutoff approach requires candidates to achieve a minimum score level on all selection criteria.
     3. In the multiple hurdle approach, candidates only complete one test and move on if they achieve a preset score, reducing the number of candidates progressively.
     4. The multiple hurdle approach assigns scores and weights to specific factors.
217. What competency is crucial for HR professionals in the context of total rewards?
     1. Focusing only on the legal aspects of total rewards
     2. Creating communications that help employees understand the value of the total rewards structure to them
     3. Communicating only once a year about total rewards
     4. Ignoring employee feedback on total rewards preferences
218. What is a key component of an expatriate's competence for international assignments?
     1. Familiarity with the company's domestic operations
     2. Cross-cultural abilities that help in adapting to new surroundings
     3. The ability to work independently without support
     4. Expertise in international business laws
219. What is an example of an informal group in an organization?
     1. A group of employees who meet for weekend tennis
     2. A group formed for an annual company audit
     3. A team of managers working on a project
     4. A department meeting for official work purposes
220. What shapes the culture of organizations?
     1. Shared beliefs and values
     2. Financial strategies
     3. Technological advancements
     4. Marketing campaigns
221. What is the role of the Canadian Human Rights Commission?
     1. To focus solely on internal organizational issues
     2. To handle complaints regarding discrimination in federally regulated organizations
     3. To manage financial disputes between employees and employers
     4. To regulate international business practices
222. Which of the following is an external factor that HR Managers must consider?
     1. Globalization and its impact on the organization
     2. Only focusing on internal policies and procedures
     3. The design of the company's products
     4. The internal communication strategies of the company
223. What is one purpose of maintaining employee records in performance management?
     1. Monitoring employee personal life
     2. Documenting HRM decisions and actions for legal requirements and further development
     3. Focusing on employee social activities
     4. Solely tracking employee attendance
224. What is the impact of culture on international assignments and HR practices?
     1. Culture is uniform across most international boundaries
     2. Culture affects beliefs, values, norms, customs, and even manners of a society
     3. Culture is only relevant in marketing strategies
     4. Culture has minimal impact on international business
225. What is the concept of a compressed work week?
     1. A strategy used only in emergency situations
     2. Shortening the work week by increasing daily working hours to maintain the same total hours
     3. Increasing the number of working days with reduced hours per day
     4. A temporary reduction in working hours
226. In the context of evolving job roles, why is job analysis critical for a position like a university professor?
     1. To reduce the emphasis on technology in education
     2. To focus only on theoretical knowledge without practical application
     3. To maintain traditional teaching methods without change
     4. To capture changes in job requirements, such as technological proficiency, and inform hiring and training
227. What is the key to a collaborative work environment between management and unions, according to HRPA?
     1. Maintaining strict hierarchies between management and unions
     2. Encouraging open dialogue and focusing on a productive and engaged workforce
     3. Only addressing issues when conflicts arise
     4. Focusing exclusively on the goals of the management
228. What is emphasized about the goals set for new employees?
     1. They should be realistic, starting with small goals and building to more complex ones
     2. They should be highly challenging from the beginning
     3. Goals should focus only on long-term achievements
     4. Goals should be the same for all new employees regardless of their role
229. What is the purpose of a Realistic Job Preview (RJP) in the recruitment process?
     1. Advocate for changes in the organization
     2. Increase the number of applications
     3. To present realistic, often negative, information about an organization to job candidates
     4. Establish relationships with professional associations
230. How do employee benefits impact employees' personal costs?
     1. Benefits only impact high-income employees
     2. Benefits have no effect on personal costs
     3. Employee benefits generally increase personal costs
     4. Employees who do not have to pay out-of-pocket for health and other expenses can lower their personal costs