

Practice Questions – Human Resources Development

NOTE: The answers to these questions are provided at the end of the page.

1. The three phases of training are:

1. Needs assessment, implementation, evaluation
2. Job analysis, surveying trainees, evaluation
3. Commitment from upper management, needs assessment, evaluation
4. Approach, emphasis, presentation

2. The three learning domains that influence or change behavior are:

1. Identification, development, education
2. Cooperation, sharing, evaluating
3. Preparing, implementing, evaluating
4. Skills, knowledge, attitude

3. The Hawthorne Studies focused on which of the following:

1. Assessing the impact of physical and environment on performance
2. Factors of employee's social groups and interpersonal relationships created at the work place
3. Examining interpersonal behavior and credibility
4. Examining the factors that determine the need for achievement

4. A training technique that involves transferring trainees to different jobs to broaden their focus and to increase their knowledge is:

1. Job rotation
2. Job-instruction training
3. Imitative learning
4. Computer-assisted instruction

5. Which is not one of the six levels of learning?

1. Knowledge
2. Application
3. Analysis
4. Apprenticeship

6. Which is not one of the four criteria for evaluating training programs?

1. Behavior
2. Synthesis
3. Reactions
4. Learning

7. Which of the following job design practices broadens the scope of a job by expanding the number of different tasks to be performed?

1. Job enrichment
2. Division of labor

3. Job rotation
4. Job enlargement

8. An employer's mission statement includes:

1. short-term needs to meet the strategic plan
2. a statement of purpose for what the organization values
3. long-term objectives
4. a statement of employment practices

9. Direct costs to an employer include:

1. costs of operating a program
2. costs for operating the entire department
3. costs for operating a unit
4. costs for operating a division

10. The Hawthorne Studies:

1. examined the personal and interpersonal behaviors in a group setting, which means that trainers should have credibility in their instruction
2. looked at formal and informal work groups and at factors influencing their cohesiveness and effectiveness, which means social group and interpersonal factors are of key importance to designing a training environment
3. assessed the impact of physical and environmental influence on employee performance, which means special notice from management may work to increase motivation
4. examined the factors that determine the need for achievement and explored their relationship to occupational choice which means employees view training better when they see how it helps their career development

11. Which of the following is not a type of training needs analyses?

1. task analyses
2. organizational analyses
3. operations analyses
4. individual analyses

12. Common forms of behaviorally experienced training include all of the following except:

1. diversity training
2. in-basket training
3. apprenticeship
4. case studies/incidents
5. business games

13. Which of the following is not one of the four strategies used in behavior modification approach?

1. behavior modeling
2. positive reinforcement
3. negative reinforcement
4. punishment

5. extinction

14. The preparation of the employee for future responsibility, often at a different level in the organization is?

1. development
2. training
3. education
4. needs assessment

15. What assesses the impact of physical and environmental influence on employee performance, which means special notice from management may work to increase motivation?

1. group dynamics
2. laboratory training
3. Hawthorne studies
4. need for achievement

16. All of the following are types of a training needs analysis, except:

1. organizational analysis
2. financial analysis
3. task analysis
4. individual analysis

17. The performance of job-related tasks and duties by trainees during training is known as:

1. Spaced Practice
2. Active Practice
3. Massed Practice
4. Training Practice

18. Which is not a benefit of training?

1. To increase company expenses
2. Reduction in errors
3. Reduction in turnover
4. Attitude Changes

19. What does the acronym KSA represent:

1. Knowledge, skill, ability
2. Knowledge, social, ability
3. Knowledge, skills, accountability
4. None of the above

20. Rating all employees in a narrow band in the middle of the rating scale refers to what error:

1. Rater bias
2. Recency effect
3. Strictness
4. Central tendency

21. An error that occurs when a raters values or prejudices distort the rating:

1. Central tendency
2. Leniency
3. Raters bias
4. None of above

22. Mentoring is:

1. Ongoing and spontaneous meetings between supervisors and their employees to discuss the employee's career goals, and to give advice.
2. Assigning employees to various jobs.
3. A developmentally oriented relationship between two individuals that involves advising, networking, and supporting.
4. Demonstrating new skills to the mentored individual

23. What do all four phases of the learning process have in common?

1. Reaction
2. Questioning
3. Results
4. Behavior

24. Which of the following is not an example of a type of organization according to Miles and Snow Strategy typology

1. Reactor
2. Defender
3. Prospector
4. Collaborator

25. Which of the following correctly defines training?

1. Skills that apply to an employees current job
2. Preparation of the employee for future responsibility
3. A generalized, individual learning experience
4. An attempt to modify behavior

ANSWERS:

1. A
2. D
3. A
4. A
5. D
6. B
7. D
8. B
9. A
10. C
11. C
12. C
13. A
14. A

- 15. C
- 16. B
- 17. B
- 18. A
- 19. A
- 20. D
- 21. C
- 22. C
- 23. B
- 24. D
- 25. A