

c2

Student: _____

1. In today's fast-changing environments, job analysis will continue to be relevant for legal compliance and defensibility in the event of a court action.

True False

2. According to the text, global competition, fast technological obsolescence, changing worker profiles, and rapid increases in knowledge requirements have made it difficult to create accurate and up-to-date job descriptions.

True False

3. A job is a collection of tasks and responsibilities performed by an individual whereas a position consists of a group of related activities and duties.

True False

4. Compensation cannot be determined fairly without detailed knowledge of each job.

True False

5. Within the job analysis process, organization change occurs during the preparation for job analysis phase.

True False

6. In unionized organizations, job analysis steps have to meet the various provisions of the collective agreement between the management and the union.

True False

7. Job analysis questionnaires are checklists that seek to collect information about positions in a uniform manner.

True False

8. When using a job analysis questionnaire, it is important to use the same questionnaire on similar jobs.

True False

9. Information about the job environment such as health and safety hazards is included in working conditions on a job description.

True False

10. Performance standards describe to what level an employee needs to be doing the job to be a good performer versus an average or a poor performer.

True False

11. Health and safety training or equipment that is required would be included in a job description under human characteristics.

True False

12. The critical incident method involves identifying and describing specific events when an employee performed really well and when they performed very poorly.

True False

13. When collecting job data, the analyst usually talks to a number of workers and then supervisors.

True False

14. Standardized surveys to collect information about jobs, working conditions, and other performance-related information are called questionnaires.

True False

15. During the data collection process, the interviewer should not establish rapport with the interviewee while collecting job data because it will affect the results.

True False

16. Job data collected during the interview process should be reviewed and verified by both the interviewee and the immediate supervisor.

True False

17. A face-to-face meeting with 5 to 7 experts on a job and a facilitator to collect job and performance related information is called a brainstorming group.

True False

18. An employee log is an approach to collecting job- and performance-related information by asking the job-holder to summarize tasks, activities, and challenges in a diary format.

True False

19. The existence of language barriers with foreign-language-speaking workers may make the observation approach a viable method of collecting job- and performance-related information

True False

20. Each method of collecting job- and performance-related information has its shortcomings. As a result, analysts often use a combination of two or more techniques concurrently.

True False

21. Disadvantages of focus groups for collecting job data include: they are slow, costly, and may miss regularly occurring activities.

True False

22. According to the text, observation is the most common method of collecting data for job analysis.

True False

23. A job description is a collection of tasks and responsibilities performed by an individual.

True False

24. "Undertakes other tasks assigned by the supervisor" is an example of a responsibility on a job description.

True False

25. Job descriptions will most often be signed by an incumbent and their supervisor.

True False

26. The two major attributes of jobs used for classification criteria in the NOC were skill level and skill type.

True False

27. The first digit in the National Occupational Classification represents the skill type category.

True False

28. In the National Occupational Classification, the second digit is for education level.

True False

29. A job specification is a written statement that explains what a job demands of jobholders and human skills and factors required.

True False

30. "Works in a well ventilated office" would be included under effort factors on a job specification.

True False

31. Job specifications should be generic so as not to limit employee job tasks. For example, it would be better to include "must lift heavy materials" than "lifts 10 pound boxes."

True False

32. A well-crafted job description can be used for employee discipline.

True False

33. Job descriptions can help in preparation for light or modified duties for a worker.

True False

34. Job performance standards are developed from job analysis information, and then actual employee performance is measured.

True False

35. A well-developed job description can provide details on the "essential functions" of a job. This can be helpful when an employee requests a reasonable accommodation.

True False

36. Job analysis information containing job standards, is usually sufficient for jobs where performance is: quantified, easily measurable, requires little interpretation, and performance standards are understood by workers and supervisors.

True False

37. A competency matrix lists different levels of skill for a combination of competencies.

True False

38. The need for an engineer to have the technical expertise at skill level VI would be included on a competency matrix.

True False

39. When competencies become broad spanning, a job with few specific duties or tasks, may become indefensible legally.

True False

40. In competency-based management competencies are identified after careful analysis of work of the high performers.

True False

41. Job design identifies job duties, characteristics, competencies, and sequences regardless of technology, workforce, organization character, and environment.

True False

42. Job creation is identification of job duties, characteristics, competencies, and sequences taking into consideration technology, workforce, organization character, and environment.

True False

43. Job families are groups of different jobs that are closely related by similar duties, responsibilities, skills, or job elements.

True False

44. The definition of efficiency is achieving maximal output with task specialization.

True False

45. A short cycle is created when workers are limited to a few repetitive tasks, according to engineers in industrial engineering.

True False

46. Short job cycles require large investments in worker training.

True False

47. The definition of work flow is the sequence of and balance between jobs in an organization needed to produce the firm's goods or services.

True False

48. Ergonomics is the study of the relationship between the economy and the work environment.

True False

49. According to the Job Characteristics Model, 5 characteristics result in 3 psychological states: meaningfulness, responsibility, and knowledge of expectations.

True False

50. Autonomy, in a job context, is having control over one's work. It's the freedom to control one's response to the environment resulting in an increased sense of recognition, self-esteem, job satisfaction, and performance.

True False

51. Task identity is a set of attributes and codes which serve to identify tasks within a job description

True False

52. Creating the wick on candles but not getting to view the completed candle would be an example of task identity.

True False

53. Knowing that at community values the work of police officers is an example of task significance.

True False

54. The definition of feedback is information that helps evaluate the success or failure of an action or system.

True False

55. Task significance is the impact which one's activities and responsibilities have on the workflow.

True False

56. Job enlargement adds more responsibilities and autonomy to a job, giving the worker greater powers to plan, do, and evaluate job performance.

True False

57. Environmental considerations are the influence of the external environment on job design. It includes employee ability, availability, and social expectations.

True False

58. Fast food businesses in Alberta offering hiring bonuses to workers is an example of the effect of workforce availability.

True False

59. In a national survey conducted by the Conference Board of Canada, what percentage of respondent reported the use of teams in their workplace?

A. 20%

B. 40%

C. 60%

D. 80%

E. teams are archaic and are no longer used in workplaces

60. Which of the following is a strong reason why employee logs are NOT a popular choice for collecting job- and performance-related information?
- A. employees are often untruthful about the information they include in the log
 - B. after the novelty wears off, accuracy tends to decline as entries become less frequent
 - C. asking employees to log job- and performance-related information is an invasion of their privacy
 - D. employees may be lacking in key-boarding skills or have poor penmanship
 - E. completing employee logs during a shift takes the employee away from their work and makes them less productive
61. In a competency matrix, which competencies contribute to job performance, success of the organization, support the vision, strategic direction, and values of the firm?
- A. problem solving
 - B. organizational ability
 - C. communication skills
 - D. seniority
 - E. all of the choices except seniority

62. When conducting an interview to collect data, a structured checklist should be used. The checklist should collect information on a variety of matters including:
- A. physical demands, working conditions, and safety and health issues
 - B. current performance standards and improvements needed
 - C. education, skills, competencies, and experience levels needed
 - D. major duties and percentage of time spent on each
 - E. all of the choices
63. Which of the following may NOT occur as a result of job rotation?
- A. a break in the monotony of highly specialized work
 - B. the worker becomes competent in several jobs
 - C. employee's self-image and personal growth improves
 - D. expansion of the number of related tasks in the job
 - E. the worker becomes more valuable to the organization
64. Which of the following elements should NOT be considered when designing jobs?
- A. employee considerations
 - B. organizational considerations
 - C. environmental considerations
 - D. job specialization considerations
 - E. social considerations

65. Even where work flow might suggest a particular job design, the job must meet the expectations of workers. Failure to consider these expectations can create dissatisfaction, poor motivation, and low quality of work life. This is an example of:

- A. work practices
- B. social expectations
- C. environmental considerations
- D. job designs
- E. job specifications

66. Key considerations in job design include the following:

- A. environmental considerations
- B. employee considerations
- C. ergonomic considerations
- D. economic considerations
- E. all of the choices except economic considerations

67. Which of the following major Human Resource management activities do NOT rely on job analysis information?

- A. elimination of unnecessary job requirements that can cause discrimination in employment
- B. matching of job applicants to job requirements
- C. Fair and equitable compensation of employees
- D. planning of future human resource requirements
- E. planning of employee's career path

68. Likely targets of job analysis are jobs:

- A. that are critical to the success of an organization
- B. that are difficult to learn or perform
- C. for which the firm continuously hires
- D. that have existed since the organization began
- E. all of the choices except that have existed since the organization began

69. What are the disadvantages of using direct observation as a means of collecting job- and performance-related information?

- A. all of the choices
- B. it is slow
- C. it is costly
- D. it is potentially less accurate than other methods of collecting data
- E. workers may perform differently when they know they are being watched

70. Which of the following is a nonhuman source of job data?

- A. job incumbent
- B. subordinates
- C. job experts
- D. videos/films supplied by appliance/machine manufacturers
- E. supervisors

71. Job analysis consists of three phases: preparation, collection of job information, and use of job information for improving organizational effectiveness. Which of the following is NOT part of the Use of Job Analysis phase?

- A. job specification
- B. data collection instrument design
- C. job performance standards
- D. designing HRIS
- E. organization change

72. When creating a job analysis questionnaire, which of the following may be considered under the category of working conditions?

- A. skills and training
- B. job design
- C. knowledge
- D. recognizable health and safety hazards
- E. all of the choices

73. What is the definition of competency?

- A. a complete or whole set of skills aligned with successful job performance
- B. a set of characters which make an employee competitive
- C. knowledge, skill, ability, or behaviour associated with successful job performance
- D. communication skills making an employee a strong leader
- E. a group of leaders within the organization

74. The Psychological States as identified in the Job Characteristics Model are:

- A. knowledge of results of work
- B. meaningfulness of work
- C. meaningfulness of social interaction
- D. responsibility for work outcomes
- E. all of the choices except meaningfulness of social interaction

75. To improve the work experience in routine jobs, human resource departments often use a combination of job rotation, job enlargement, job enrichment, and employee involvement and work teams. What is the definition of job enrichment?

- A. adding more responsibilities and autonomy to a job
- B. adding more tasks to a job to increase the job
- C. moving employees from one job to another
- D. work that is organized around teams and processes
- E. providing more autonomy, feedback, and task significance to workers

76. In the context of human resources, what is the acronym NOC for?

- A. National Organization of Cosmetologists
- B. National Optometrists Conference
- C. Norwegian Organic Commission
- D. National Organizational Classification
- E. National Occupational Classification

77. Industrial engineers study work cycles to determine which job elements can be combined, modified, or eliminated to reduce the overall time needed to perform the task. Task specialization was suggested as a key strategy to improve efficiency. Which of the following is best-suited to task specialization?

- A. manufacturing
- B. teaching
- C. nursing
- D. parenting
- E. social work

78. According to SHRM Survey Findings: Job Analysis Activities. December 11, 2014, which are the 3 most popular methods of collecting job- and performance-related information?

- A. interviews, questionnaires, and observation
- B. interviews, focus groups, and questionnaires
- C. observation, focus groups, and employee logs
- D. employee jobs, interviews, and focus groups
- E. questionnaires, employee logs, and observation

79. Job analysis information is usually sufficient for jobs with which of the following features?

- A. performance standards are understood by workers and supervisors
- B. performance is supported by multiple certificates and diplomas
- C. performance is quantified
- D. performance is measurable
- E. all of the choices except performance is supported by multiple certificates and diplomas

80. The study of ergonomics is multidisciplinary, using principles from the following fields of study:

- A. biology
- B. behaviour sciences
- C. physics
- D. engineering
- E. all of the choices

81. Which of the following is NOT part of the duties and responsibilities section on a job analysis form?

- A. controlling
- B. decision making
- C. planning
- D. quick overview
- E. other management functions

82. Jobs are at the core of every organization's productivity. Which of the following is TRUE about jobs which are not well designed?

- A. employee output suffers
- B. the organization is less able to meet the demands of society
- C. profits fall
- D. employee relationships increase
- E. all of the choices except employee relationships increase

83. Which of the following are NOT parts of a job identity?

- A. job title
- B. status
- C. promotion schedule
- D. job location
- E. job grade

84. A well-crafted job description can also be used for:

- A. selection of office location
- B. compensation
- C. recognition and rewards
- D. essential job function analysis
- E. all of the choices except selection of office location

85. Which of the following is a result of aging?

- A. decrease in several hand functions
- B. lowered muscular strength
- C. reduced self esteem
- D. reduced vision and hearing
- E. all of the choices except reduced self esteem

86. Which of the following is true about the job description approval process?

- A. job descriptions affect most human resource decisions
- B. job descriptions should be reviewed by selected jobholders and their supervisors
- C. supervisors are asked to approve the description
- D. supervisor approval serves as a further check on the collection of job analysis information
- E. all of the choices

87. Which of the following can NOT be used in a competency matrix?

- A. creativity
- B. leadership
- C. technical expertise
- D. sexual orientation
- E. communication skills

88. Which of the following is true about job performance standards?

- A. once established, they are set and cannot be changed
- B. they become objectives or targets for employee efforts
- C. they are susceptible to change, based upon an employee's gender
- D. they are defined by the Canadian standards association
- E. they are used to develop employee recruitment materials

89. The definition of work practices is the set ways of performing work in an organization. Work practices can be the result of:

- A. tradition or history
- B. the collective wishes of employees
- C. unions
- D. a weak or ineffective human resources department
- E. all of the choices

90. According to the Job Characteristics Model, which of the following are the part of the 5 job characteristics which can result in higher motivation, job satisfaction, and productivity?

- A. autonomy
- B. feedback
- C. variety
- D. task significance
- E. all of the choices

c2 Key

1. In today's fast-changing environments, job analysis will continue to be relevant for legal compliance and defensibility in the event of a court action.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #1

Topic: 02-16 Job Analysis in Tomorrow's Jobless World

2. According to the text, global competition, fast technological obsolescence, changing worker profiles, and rapid increases in knowledge requirements have made it difficult to create accurate and up-to-date job descriptions.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #2

Topic: 02-16 Job Analysis in Tomorrow's Jobless World

3. A job is a collection of tasks and responsibilities performed by an individual whereas a position consists of a group of related activities and duties.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #3

4. Compensation cannot be determined fairly without detailed knowledge of each job.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #4

5. Within the job analysis process, organization change occurs during the preparation for job analysis phase.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-2

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #5

Topic: 02-01 Steps in the Job Analysis Process

6. In unionized organizations, job analysis steps have to meet the various provisions of the collective agreement between the management and the union.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #6

7. Job analysis questionnaires are checklists that seek to collect information about positions in a uniform manner.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #7

Topic: 02-03 Phase 2: Collection of Job Analysis Information

8. When using a job analysis questionnaire, it is important to use the same questionnaire on similar jobs.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #8

Topic: 02-03 Phase 2: Collection of Job Analysis Information

9. Information about the job environment such as health and safety hazards is included in working conditions on a job description.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #9

Topic: 02-03 Phase 2: Collection of Job Analysis Information

10. Performance standards describe to what level an employee needs to be doing the job to be a good performer versus an average or a poor performer.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #10

Topic: 02-03 Phase 2: Collection of Job Analysis Information

11. Health and safety training or equipment that is required would be included in a job description under human characteristics.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-4

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #11

Topic: 02-03 Phase 2: Collection of Job Analysis Information

12. The critical incident method involves identifying and describing specific events when an employee performed really well and when they performed very poorly.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #12

Topic: 02-03 Phase 2: Collection of Job Analysis Information

13. When collecting job data, the analyst usually talks to a number of workers and then supervisors.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #13

Topic: 02-03 Phase 2: Collection of Job Analysis Information

14. Standardized surveys to collect information about jobs, working conditions, and other performance-related information are called questionnaires.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #14

Topic: 02-03 Phase 2: Collection of Job Analysis Information

15. During the data collection process, the interviewer should not establish rapport with the interviewee while collecting job data because it will affect the results.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #15

Topic: 02-03 Phase 2: Collection of Job Analysis Information

16. Job data collected during the interview process should be reviewed and verified by both the interviewee and the immediate supervisor.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #16

Topic: 02-03 Phase 2: Collection of Job Analysis Information

17. A face-to-face meeting with 5 to 7 experts on a job and a facilitator to collect job and performance related information is called a brainstorming group.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #17

Topic: 02-03 Phase 2: Collection of Job Analysis Information

18. An employee log is an approach to collecting job- and performance-related information by asking the job-holder to summarize tasks, activities, and challenges in a diary format.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #18

Topic: 02-03 Phase 2: Collection of Job Analysis Information

19. The existence of language barriers with foreign-language-speaking workers may make the observation approach a viable method of collecting job- and performance-related information

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #19

Topic: 02-03 Phase 2: Collection of Job Analysis Information

20. Each method of collecting job- and performance-related information has its shortcomings. As a result, analysts often use a combination of two or more techniques concurrently.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #20

Topic: 02-03 Phase 2: Collection of Job Analysis Information

21. Disadvantages of focus groups for collecting job data include: they are slow, costly, and may miss regularly occurring activities.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #21

Topic: 02-03 Phase 2: Collection of Job Analysis Information

22. According to the text, observation is the most common method of collecting data for job analysis.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-5

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #22

Topic: 02-03 Phase 2: Collection of Job Analysis Information

23. A job description is a collection of tasks and responsibilities performed by an individual.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #23

Topic: 02-05 Job Description

24. "Undertakes other tasks assigned by the supervisor" is an example of a responsibility on a job description.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Figure: 2-6

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #24

Topic: 02-06 Contents of a Typical Job Description

25. Job descriptions will most often be signed by an incumbent and their supervisor.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-6

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #25

Topic: 02-06 Contents of a Typical Job Description

26. The two major attributes of jobs used for classification criteria in the NOC were skill level and skill type.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #26

Topic: 02-06 Contents of a Typical Job Description

27. The first digit in the National Occupational Classification represents the skill type category.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Difficult

Figure: 2-7

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #27

Topic: 02-06 Contents of a Typical Job Description

28. In the National Occupational Classification, the second digit is for education level.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Difficult

Figure: 2-7

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #28

Topic: 02-06 Contents of a Typical Job Description

29. A job specification is a written statement that explains what a job demands of jobholders and human skills and factors required.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #29

Topic: 02-07 Job Specifications

30. "Works in a well ventilated office" would be included under effort factors on a job specification.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-9

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #30

Topic: 02-07 Job Specifications

31. Job specifications should be generic so as not to limit employee job tasks. For example, it would be better to include "must lift heavy materials" than "lifts 10 pound boxes."

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #31

Topic: 02-07 Job Specifications

32. A well-crafted job description can be used for employee discipline.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #32

Topic: 02-08 Job Performance Standards

33. Job descriptions can help in preparation for light or modified duties for a worker.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #33

Topic: 02-08 Job Performance Standards

34. Job performance standards are developed from job analysis information, and then actual employee performance is measured.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #34

Topic: 02-08 Job Performance Standards

35. A well-developed job description can provide details on the "essential functions" of a job. This can be helpful when an employee requests a reasonable accommodation.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #35

Topic: 02-08 Job Performance Standards

36. Job analysis information containing job standards, is usually sufficient for jobs where performance is: quantified, easily measurable, requires little interpretation, and performance standards are understood by workers and supervisors.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #36

Topic: 02-08 Job Performance Standards

37. A competency matrix lists different levels of skill for a combination of competencies.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #37

Topic: 02-09 Competency Models

38. The need for an engineer to have the technical expertise at skill level VI would be included on a competency matrix.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-11

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #38

Topic: 02-09 Competency Models

39. When competencies become broad spanning, a job with few specific duties or tasks, may become indefensible legally.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #39

Topic: 02-09 Competency Models

40. In competency-based management competencies are identified after careful analysis of work of the high performers.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #40

Topic: 02-09 Competency Models

41. Job design identifies job duties, characteristics, competencies, and sequences regardless of technology, workforce, organization character, and environment.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #41

Topic: 02-10 Job Design

42. Job creation is identification of job duties, characteristics, competencies, and sequences taking into consideration technology, workforce, organization character, and environment.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #42

Topic: 02-10 Job Design

43. Job families are groups of different jobs that are closely related by similar duties, responsibilities, skills, or job elements.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #43

Topic: 02-14 Job Specialization

44. The definition of efficiency is achieving maximal output with task specialization.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #44

Topic: 02-11 Organizational Considerations

45. A short cycle is created when workers are limited to a few repetitive tasks, according to engineers in industrial engineering.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #45

Topic: 02-11 Organizational Considerations

46. Short job cycles require large investments in worker training.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #46

Topic: 02-11 Organizational Considerations

47. The definition of work flow is the sequence of and balance between jobs in an organization needed to produce the firm's goods or services.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #47

Topic: 02-11 Organizational Considerations

48. Ergonomics is the study of the relationship between the economy and the work environment.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #48

Topic: 02-12 Ergonomic Considerations

49. According to the Job Characteristics Model, 5 characteristics result in 3 psychological states: meaningfulness, responsibility, and knowledge of expectations.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #49

Topic: 02-13 Employee Considerations

50. Autonomy, in a job context, is having control over one's work. It's the freedom to control one's response to the environment resulting in an increased sense of recognition, self-esteem, job satisfaction, and performance.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #50

Topic: 02-13 Employee Considerations

51. Task identity is a set of attributes and codes which serve to identify tasks within a job description

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #51

Topic: 02-13 Employee Considerations

52. Creating the wick on candles but not getting to view the completed candle would be an example of task identity.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #52

Topic: 02-13 Employee Considerations

53. Knowing that at community values the work of police officers is an example of task significance.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #53

Topic: 02-13 Employee Considerations

54. The definition of feedback is information that helps evaluate the success or failure of an action or system.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #54

Topic: 02-13 Employee Considerations

55. Task significance is the impact which one's activities and responsibilities have on the workflow.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #55

Topic: 02-13 Employee Considerations

56. Job enlargement adds more responsibilities and autonomy to a job, giving the worker greater powers to plan, do, and evaluate job performance.

FALSE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #56

Topic: 02-14 Job Specialization

57. Environmental considerations are the influence of the external environment on job design. It includes employee ability, availability, and social expectations.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #57

Topic: 02-15 Environmental Considerations

58. Fast food businesses in Alberta offering hiring bonuses to workers is an example of the effect of workforce availability.

TRUE

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #58

Topic: 02-15 Environmental Considerations

59. In a national survey conducted by the Conference Board of Canada, what percentage of respondent reported the use of teams in their workplace?

A. 20%

B. 40%

C. 60%

D. 80%

E. teams are archaic and are no longer used in workplaces

Accessibility: Keyboard Navigation

Difficulty: Difficult

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #59

Topic: 02-14 Job Specialization

60. Which of the following is a strong reason why employee logs are NOT a popular choice for collecting job- and performance-related information?
- A. employees are often untruthful about the information they include in the log
 - B. after the novelty wears off, accuracy tends to decline as entries become less frequent
 - C. asking employees to log job- and performance-related information is an invasion of their privacy
 - D. employees may be lacking in key-boarding skills or have poor penmanship
 - E. completing employee logs during a shift takes the employee away from their work and makes them less productive**

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #60

Topic: 02-03 Phase 2: Collection of Job Analysis Information

61. In a competency matrix, which competencies contribute to job performance, success of the organization, support the vision, strategic direction, and values of the firm?
- A. problem solving
 - B. organizational ability
 - C. communication skills
 - D. seniority**
 - E. all of the choices except seniority

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #61

62. When conducting an interview to collect data, a structured checklist should be used. The checklist should collect information on a variety of matters including:
- A. physical demands, working conditions, and safety and health issues
 - B. current performance standards and improvements needed
 - C. education, skills, competencies, and experience levels needed
 - D. major duties and percentage of time spent on each
 - E. all of the choices

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #62

Topic: 02-03 Phase 2: Collection of Job Analysis Information

63. Which of the following may NOT occur as a result of job rotation?
- A. a break in the monotony of highly specialized work
 - B. the worker becomes competent in several jobs
 - C. employee's self-image and personal growth improves
 - D. expansion of the number of related tasks in the job
 - E. the worker becomes more valuable to the organization

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #63

Topic: 02-14 Job Specialization

64. Which of the following elements should NOT be considered when designing jobs?
- A. employee considerations
 - B. organizational considerations
 - C. environmental considerations
 - D. job specialization considerations
 - E.** social considerations

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-12

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #64

Topic: 02-10 Job Design

65. Even where work flow might suggest a particular job design, the job must meet the expectations of workers. Failure to consider these expectations can create dissatisfaction, poor motivation, and low quality of work life. This is an example of:
- A. work practices
 - B.** social expectations
 - C. environmental considerations
 - D. job designs
 - E. job specifications

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #65

Topic: 02-15 Environmental Considerations

66. Key considerations in job design include the following:

- A. environmental considerations
- B. employee considerations
- C. ergonomic considerations
- D. economic considerations
- E. all of the choices except economic considerations

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-12

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #66

Topic: 02-10 Job Design

67. Which of the following major Human Resource management activities do NOT rely on job analysis information?

- A. elimination of unnecessary job requirements that can cause discrimination in employment
- B. matching of job applicants to job requirements
- C. Fair and equitable compensation of employees
- D. planning of future human resource requirements
- E. planning of employee's career path

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-1

Gradable: automatic

Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #67

Topic: 02-01 Steps in the Job Analysis Process

68. Likely targets of job analysis are jobs:

- A. that are critical to the success of an organization
- B. that are difficult to learn or perform
- C. for which the firm continuously hires
- D. that have existed since the organization began
- E. all of the choices except that have existed since the organization began

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #68

Topic: 02-02 Phase 1: Preparation for Job Analysis

69. What are the disadvantages of using direct observation as a means of collecting job- and performance-related information?

- A. all of the choices
- B. it is slow
- C. it is costly
- D. it is potentially less accurate than other methods of collecting data
- E. workers may perform differently when they know they are being watched

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #69

Topic: 02-03 Phase 2: Collection of Job Analysis Information

70. Which of the following is a nonhuman source of job data?
- A. job incumbent
 - B. subordinates
 - C. job experts
 - D. videos/films supplied by appliance/machine manufacturers**
 - E. supervisors

Accessibility: Keyboard Navigation

Difficulty: Easy

Figure: 2-3

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #70

Topic: 02-03 Phase 2: Collection of Job Analysis Information

71. Job analysis consists of three phases: preparation, collection of job information, and use of job information for improving organizational effectiveness. Which of the following is NOT part of the Use of Job Analysis phase?
- A. job specification
 - B. data collection instrument design**
 - C. job performance standards
 - D. designing HRIS
 - E. organization change

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-2

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #71

Topic: 02-01 Steps in the Job Analysis Process

72. When creating a job analysis questionnaire, which of the following may be considered under the category of working conditions?

- A. skills and training
- B. job design
- C. knowledge
- D. recognizable health and safety hazards
- E. all of the choices

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #72

Topic: 02-03 Phase 2: Collection of Job Analysis Information

73. What is the definition of competency?

- A. a complete or whole set of skills aligned with successful job performance
- B. a set of characters which make an employee competitive
- C. knowledge, skill, ability, or behaviour associated with successful job performance
- D. communication skills making an employee a strong leader
- E. a group of leaders within the organization

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #73

Topic: 02-09 Competency Models

74. The Psychological States as identified in the Job Characteristics Model are:

- A. knowledge of results of work
- B. meaningfulness of work
- C. meaningfulness of social interaction
- D. responsibility for work outcomes
- E. all of the choices except meaningfulness of social interaction

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-13

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #74

Topic: 02-13 Employee Considerations

75. To improve the work experience in routine jobs, human resource departments often use a combination of job rotation, job enlargement, job enrichment, and employee involvement and work teams. What is the definition of job enrichment?

- A. adding more responsibilities and autonomy to a job
- B. adding more tasks to a job to increase the job
- C. moving employees from one job to another
- D. work that is organized around teams and processes
- E. providing more autonomy, feedback, and task significance to workers

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #75

Topic: 02-14 Job Specialization

76. In the context of human resources, what is the acronym NOC for?

- A. National Organization of Cosmetologists
- B. National Optometrists Conference
- C. Norwegian Organic Commission
- D. National Organizational Classification
- E. National Occupational Classification

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #76

Topic: 02-06 Contents of a Typical Job Description

77. Industrial engineers study work cycles to determine which job elements can be combined, modified, or eliminated to reduce the overall time needed to perform the task. Task specialization was suggested as a key strategy to improve efficiency. Which of the following is best-suited to task specialization?

- A. manufacturing
- B. teaching
- C. nursing
- D. parenting
- E. social work

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #77

Topic: 02-11 Organizational Considerations

78. According to SHRM Survey Findings: Job Analysis Activities. December 11, 2014, which are the 3 most popular methods of collecting job- and performance-related information?

- A. interviews, questionnaires, and observation
- B. interviews, focus groups, and questionnaires
- C. observation, focus groups, and employee logs
- D. employee jobs, interviews, and focus groups
- E. questionnaires, employee logs, and observation

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-5

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #78

Topic: 02-03 Phase 2: Collection of Job Analysis Information

79. Job analysis information is usually sufficient for jobs with which of the following features?

- A. performance standards are understood by workers and supervisors
- B. performance is supported by multiple certificates and diplomas
- C. performance is quantified
- D. performance is measurable
- E. all of the choices except performance is supported by multiple certificates and diplomas

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #79

Topic: 02-08 Job Performance Standards

80. The study of ergonomics is multidisciplinary, using principles from the following fields of study:
- A. biology
 - B. behaviour sciences
 - C. physics
 - D. engineering
 - E. all of the choices

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #80

Topic: 02-12 Ergonomic Considerations

81. Which of the following is NOT part of the duties and responsibilities section on a job analysis form?
- A. controlling
 - B. decision making
 - C. planning
 - D. quick overview
 - E. other management functions

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-02 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #81

Topic: 02-03 Phase 2: Collection of Job Analysis Information

82. Jobs are at the core of every organization's productivity. Which of the following is TRUE about jobs which are not well designed?

- A. employee output suffers
- B. the organization is less able to meet the demands of society
- C. profits fall
- D. employee relationships increase
- E. all of the choices except employee relationships increase

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-01 Describe the uses of job analysis information for human resource managers.

Schwind - Chapter 02 #82

Topic: 02-01 Steps in the Job Analysis Process

83. Which of the following are NOT parts of a job identity?

- A. job title
- B. status
- C. promotion schedule
- D. job location
- E. job grade

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #83

Topic: 02-06 Contents of a Typical Job Description

84. A well-crafted job description can also be used for:

- A. selection of office location
- B. compensation
- C. recognition and rewards
- D. essential job function analysis
- E. all of the choices except selection of office location

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #84

Topic: 02-08 Job Performance Standards

85. Which of the following is a result of aging?

- A. decrease in several hand functions
- B. lowered muscular strength
- C. reduced self esteem
- D. reduced vision and hearing
- E. all of the choices except reduced self esteem

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #85

Topic: 02-12 Ergonomic Considerations

86. Which of the following is true about the job description approval process?
- A. job descriptions affect most human resource decisions
 - B. job descriptions should be reviewed by selected jobholders and their supervisors
 - C. supervisors are asked to approve the description
 - D. supervisor approval serves as a further check on the collection of job analysis information
 - E. all of the choices

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-03 Discuss the various steps in conducting job analysis and methods of job data collection.

Schwind - Chapter 02 #86

Topic: 02-06 Contents of a Typical Job Description

87. Which of the following can NOT be used in a competency matrix?
- A. creativity
 - B. leadership
 - C. technical expertise
 - D. sexual orientation
 - E. communication skills

Accessibility: Keyboard Navigation

Difficulty: Easy

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #87

Topic: 02-09 Competency Models

88. Which of the following is true about job performance standards?

- A. once established, they are set and cannot be changed
- B.** they become objectives or targets for employee efforts
- C. they are susceptible to change, based upon an employee's gender
- D. they are defined by the Canadian standards association
- E. they are used to develop employee recruitment materials

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-04 Describe the contents of a job description and a job specification.

Schwind - Chapter 02 #88

Topic: 02-08 Job Performance Standards

89. The definition of work practices is the set ways of performing work in an organization. Work practices can be the result of:

- A. tradition or history
- B. the collective wishes of employees
- C. unions
- D. a weak or ineffective human resources department
- E.** all of the choices

Accessibility: Keyboard Navigation

Difficulty: Moderate

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #89

Topic: 02-15 Environmental Considerations

90. According to the Job Characteristics Model, which of the following are the part of the 5 job characteristics which can result in higher motivation, job satisfaction, and productivity?

- A. autonomy
- B. feedback
- C. variety
- D. task significance
- E. all of the choices

Accessibility: Keyboard Navigation

Difficulty: Moderate

Figure: 2-12

Gradable: automatic

Learning Objective: 02-05 Discuss the various approaches to setting performance standards.

Schwind - Chapter 02 #90

Topic: 02-13 Employee Considerations

c2 Summary

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