Student name:\_\_\_\_\_\_\_\_\_\_

**1)** What term captures the knowledge, skill, ability, and traits of people and their motivation to use these successfully on the job?

A) human capital   
 B) investment resource  
 C) intellectual reservoir  
 D) absorptive capacity

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**2)** The process of acquiring, deploying, and retaining a workforce of sufficient quantity and quality to create positive impacts on the organization's effectiveness is called \_\_\_\_\_\_\_\_.

A) staffing   
 B) recruitment  
 C) selection  
 D) placement

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**3)** Which of the following statements is true regarding staffing?

A) The organization is the only active player in the staffing process.   
 B) The staffing process is composed of a series of interrelated parts including recruitment, selection, decision making and job offers.  
 C) The staffing process should only be viewed from the perspective of the individual (line) manager.  
 D) None of the answer choices are correct.

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**4)** Which of the following are the four core job requirements and qualifications discussed in staffing practice?

A) motivation, engagement, grit, and emotional intelligence   
 B) kinesthetic capabilities, standards, accountability, and operational function  
 C) intuition, confidence, courage, and conformity  
 D) knowledge, skills, abilities, and other characteristics

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**5)** The activities that govern the initial intake of applicants into the organization are called \_\_\_\_\_\_\_\_.

A) acquisition   
 B) deployment  
 C) retention  
 D) None of the answer choices are correct.

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**6)** The process that involves the placement of new hires on the actual job they will hold is called \_\_\_\_\_\_\_\_.

A) acquisition   
 B) deployment  
 C) retention  
 D) None of the answer choices are correct.

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**7)** The purpose of retention systems is to \_\_\_\_\_\_\_\_.

A) attract qualified applicants to job openings in the organization   
 B) establish a good person-job match  
 C) manage the flow of employees out of the organization  
 D) establish a good person-organization match

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**8)** Staffing systems should ultimately be used to \_\_\_\_\_\_\_\_.

A) ensure that day-to-day operations run smoothly   
 B) ensure that procedural, transactional, and routine activities are accomplished  
 C) reduce costs regardless of the effects on quality or quantity  
 D) contribute to the attainment of organizational goals such as survival, profitability, and growth

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**9)** According to the staffing quantity model, an organization will be \_\_\_\_\_\_\_\_ when availabilities exceed requirements.

A) fully staffed   
 B) understaffed  
 C) overstaffed  
 D) None of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**10)** The staffing quantity model uses \_\_\_\_\_\_\_\_ to determine whether a condition of being overstaffed, fully staffed, or understaffed exists.

A) projected staffing requirements   
 B) projected staffing availabilities  
 C) projected economic trends  
 D) projected staffing requirements and availabilities

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**11)** Which of the following are portions of person-job match?

A) Jobs are characterized by their requirements.   
 B) Jobs are characterized by their embedded rewards.  
 C) Individuals are characterized by their level of qualification and motivation.  
 D) All of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**12)** Which of the following statements is false regarding person-job match?

A) Jobs are characterized by their requirements and embedded rewards.   
 B) Individuals are characterized by their level of qualification.  
 C) Organizational culture is an important aspect of person-job match.  
 D) Individuals can be characterized by their motivation levels.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**13)** The person/job match model says that there must be a match between \_\_\_\_\_\_\_\_.

A) job requirements with KSAOs and job rewards with individual motivation   
 B) job requirements and individual motivation  
 C) KSAOs and individual motivation  
 D) None of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**14)** Regarding the person/job match model, \_\_\_\_\_\_\_\_.

A) staffing is only concerned with the job requirements-KSAO portion of the match   
 B) job requirements should be expressed in terms of only tasks involved and not KSAOs  
 C) it applies only to tasks that have been identified and written down  
 D) None of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**15)** In terms of the person/organization match \_\_\_\_\_\_\_\_.

A) the “organization” includes only tasks to be performed that are written down as part of the job description   
 B) attempts to match people to organization values should not be made  
 C) there is a concern with the “fit” of people to multiple jobs or future jobs  
 D) All of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**16)** Which of the following matching concerns arise in person-organization match?

A) values, new job duties, multiple jobs, and future jobs   
 B) values, qualifications, and motivation  
 C) person, process, and principle  
 D) All of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**17)** The staffing system components model says that the phases of the staffing process occur in which order after the initial interaction between the applicant and the organization?

A) selection, recruitment, employment   
 B) recruitment, selection, employment  
 C) recruitment, employment, selection  
 D) employment, recruitment, selection

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**18)** According to the overall staffing organizations model, one support activity is \_\_\_\_\_\_\_\_.

A) external staffing   
 B) job analysis  
 C) internal staffing  
 D) labor relations

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**19)** According to the overall staffing organizations model, an example of a(n) core staffing activity is \_\_\_\_\_\_\_\_.

A) HR strategy and planning   
 B) job analysis  
 C) internal recruitment  
 D) None of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**20)** According to the overall staffing organizations model, HR and staffing strategy are driven by \_\_\_\_\_\_\_\_.

A) the mission, goals and objectives of the organization   
 B) support activities  
 C) legal compliance activities  
 D) All of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**21)** Which of the following is a part of the recruiting phase of the staffing process?

A) drawing up job offers   
 B) completing application blanks  
 C) developing and conducting job fairs  
 D) drawing up job offers and developing and conducting job fairs

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**22)** Which of these activities is most directly associated with the employment phase of the staffing process?

A) screening job applications   
 B) deciding on finalists for a job  
 C) advertising a job opening  
 D) evaluating the results of a job aptitude test

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**23)** Staffing system management involves \_\_\_\_\_\_\_\_.

A) assessing applicant qualifications   
 B) facilitating employee retention  
 C) guiding, coordinating, controlling, and evaluating staffing activities  
 D) day-to-day legal compliance activities

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**24)** A \_\_\_\_\_\_\_\_ staffing strategy would have an organization concentrate on acquiring new employees who can "hit the ground running."

A) pure acquisition   
 B) pure development  
 C) lead system  
 D) lag system

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**25)** The \_\_\_\_\_\_\_\_ is composed of more peripheral workers who are used on an as-needed, just-in-time basis.

A) core workforce   
 B) high performance workforce  
 C) flexible workforce  
 D) None of the answer choices are correct.

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**26)** Outsourcing is \_\_\_\_\_\_\_\_.

A) setting up operations in another country   
 B) typically prohibited by law in most states  
 C) a strategy that is being used less and less  
 D) moving a business process to another vendor

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**27)** Organizations often \_\_\_\_\_\_\_\_ when they choose to ride out dips in demand for goods and services or to stockpile talent.

A) understaff   
 B) overstaff  
 C) attract  
 D) relocate

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**28)** A \_\_\_\_\_\_\_\_ staffing strategy is when organizations decide to go to locations where there are ample labor supplies.

A) transfer system   
 B) relocate system  
 C) factional system  
 D) extrinsic system

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**29)** When jobs are highly fluid, it is probably advisable for organizations to focus more on \_\_\_\_\_\_\_\_\_\_.

A) person-job match   
 B) person-organization match  
 C) recruiter-recruit match  
 D) dynamic equilibrium

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**30)** Human capital refers to the knowledge, skill, and ability of people and their motivation to use them successfully on the job.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**31)** For the average organization, employee costs (wages or salaries and benefits) are under 10% of its total revenue.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**32)** Staffing is the process of acquiring, deploying, and retaining a workforce of sufficient quantity and quality to create positive impacts on the organization's effectiveness.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**33)** Acquisition activities involve external staffing systems that govern the initial intake of applicants into the organization.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**34)** Internal staffing systems work in fundamentally different ways than external staffing systems.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**35)** Organizations should attempt to eliminate all employee turnover if at all possible.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**36)** Employee turnover does not represent a significant cost to most organizations.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**37)** Staffing is more of a process than an event.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**38)** Staffing the organization requires attention to both the quantity and quality of people brought into, moved within, and retained by the organization.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**39)** Staffing systems exist primarily to fill specific vacancies, and are not closely linked to overall organizational profitability and growth.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**40)** Quantity or quality labor shortages can mean lost business opportunities, scaled-back expansion plans, an inability to provide critical consumer goods and services, and even threats to organizational survival.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**41)** Employee shortages seldom require job reassignments or overtime for current employees.

⊚ true  
 ⊚ false

**Question Details**Topic : The Nature of Staffing  
Accessibility : Keyboard Navigation

**42)** The quantity portion of the staffing definition means that organizations must be concerned about staffing levels and their adequacy.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**43)** When head count requirements exceed availabilities, the organization will be overstaffed.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**44)** The person/job match model says that jobs are characterized by their level of qualifications and motivation.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**45)** The person/job match model says that individuals are characterized by their level of qualifications and motivation.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**46)** The person/job match model states that it is more important to match job rewards to individual motivations than to match job requirements to KSAOs.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**47)** Matching concerns that involve the larger organization include organizational values, new job duties, multiple jobs, and future jobs.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**48)** In organizations where technology and globalization have caused jobs to change at a rapid pace, person/organization match is more important than person/job match.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**49)** It is usually wise to just focus on task and KSAO requirements when staffing, because job requirements almost never extend beyond task and KSAO requirements.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**50)** The three stages of entering an organization (in order) are selection, recruitment, and employment.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**51)** The initial stage in the staffing system components model is recruitment.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**52)** The recruitment stage of the staffing process involves identification and attraction activities by both the organization and the individual.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**53)** The selection stage of the staffing process emphasizes the assessment and evaluation of job applicants.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**54)** Self-selection refers to employee decisions about whether to continue in or drop out of the staffing process.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**55)** Organizational strategy usually dictates HR strategy, and HR strategy seldom has an impact on organizational strategy.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**56)** Support activities for HR include legal compliance, planning, and job analysis.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**57)** Core activities for HR include legal compliance, planning, and job analysis.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Models

**58)** Sound staffing strategy should always focus on acquiring employees who can hit the ground running and be at peak performance the moment they arrive.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**59)** Small and midsized organizations have increasingly turned to outsourcing as a way to improve the quality of certain recruiting and hiring processes.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**60)** Organizations choose to follow an internal staffing strategy if they want to cultivate a stable, committed workforce.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**61)** An organization’s core workforce is composed of workers who are used on an as-needed, just-in-time basis.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**62)** Some organizations accept a certain level of turnover as inevitable and frequently hire replacements to fill vacancies.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**63)** Outsourcing is when an organization sets up its own operations in another country.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**64)** Some organizations understaff in order to avoid costly layoffs.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**65)** When forced to choose between addressing short-term labor shortages or identifying talent for the long term, most organizations focus on developing the long-term concerns.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**66)** A person/organization match is likely to be more important than a person/job match when jobs are poorly defined and fluid.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**67)** Examples of job-specific KSAOs include flexibility and adaptability, ability to learn, written and oral communication skills, and algebra/statistics skills.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**68)** An active diversity strategy might be pursued as a way of acquiring workers who can help identify a products that might be received favorably by various segments of the marketplace.

⊚ true  
 ⊚ false

**Question Details**Accessibility : Keyboard Navigation  
Topic : Staffing Strategy

**Answer Key**Test name: Chapter 01

1) A

2) A

3) B

4) D

5) A

6) B

7) C

8) D

9) C

10) D

11) D

12) C

13) A

14) D

15) C

16) A

17) B

18) B

19) C

20) A

21) C

22) B

23) C

24) A

25) C

26) D

27) B

28) B

29) B

30) TRUE

31) FALSE

32) TRUE

33) TRUE

34) FALSE

35) FALSE

36) FALSE

37) TRUE

38) TRUE

39) FALSE

40) TRUE

41) FALSE

42) TRUE

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68) TRUE