

24 Multiple choice questions

1. a systematic process of evaluating and managing employee performance in order to achieve the best outcomes for a business
 - a. external recruitment
 - b. performance management
 - c. internal recruitment
 - d. recruitment
2. the process of locating and attracting the right quantity and quality of staff to apply for employment vacancies or anticipated vacancies at the right cost
 - a. internal recruitment
 - b. strikes
 - c. recruitment
 - d. insourcing
3. those reflected in pay or having financial value
 - a. extrinsic rewards
 - b. monetary rewards
 - c. non-monetary rewards
 - d. intrinsic rewards
4. approach that uses parent country staff in its organisation
 - a. recruitment
 - b. polycentric
 - c. ethnocentric
 - d. pickets
5. situations in which workers withdraw their labour
 - a. pickets
 - b. orders
 - c. lockouts
 - d. strikes
6. delegating a job to someone within the business, as opposed to someone outside the business
 - a. insourcing
 - b. strikes
 - c. lockouts
 - d. orders

7. occur when employers close the entrance to a workplace and refuse admission to the workers
 - a. pickets
 - b. lockouts
 - c. strikes
 - d. orders
8. staffing approach uses host country staffing with parent country staff in corporate management as its headquarters
 - a. pickets
 - b. ethnocentric
 - c. polycentric
 - d. orders
9. involves filling job vacancies with people from within the business
 - a. external recruitment
 - b. industrial dispute
 - c. recruitment
 - d. internal recruitment
10. the process of designing the content of a job and how it will interact with other jobs and employees, so as to motivate and retain an employee and achieve the business' goals
 - a. orders
 - b. job analysis
 - c. strikes
 - d. job design
11. decisions that require employees or employers to carry out a direction from the tribunal; they may be inserted in awards or agreements
 - a. pickets
 - b. lockouts
 - c. orders
 - d. strikes
12. a disagreement over an issue or group of issues between an employer and its employees, which results in employees ceasing work
 - a. strikes
 - b. internal recruitment
 - c. industrial dispute
 - d. gain-sharing plan

13. those rewards that do not have a financial value, such as social activities or retirement planning
 - a. intrinsic rewards
 - b. non-monetary rewards
 - c. monetary rewards
 - d. extrinsic rewards
14. involves the benefits of improvements and success, such as productivity improvements, cost savings and sales and profit increases, being reflected in rewards for teams, such as shares, cash bonuses or annual bonuses
 - a. gain-sharing plan
 - b. insourcing
 - c. arbitration
 - d. job design
15. involves filling job vacancies with people from outside the business
 - a. extrinsic rewards
 - b. external recruitment
 - c. recruitment
 - d. internal recruitment
16. the practice of enticing employees to work for another business
 - a. insourcing
 - b. employee poaching
 - c. polycentric
 - d. ethnocentric
17. the process where a third party hears both sides of a dispute and makes a legally binding decision to resolve the dispute
 - a. conciliation
 - b. arbitration
 - c. job design
 - d. pickets
18. those rewards given or provided outside the job itself; they may be monetary, for example incentive payments, or non-monetary, for example flexible work schedules
 - a. monetary rewards
 - b. extrinsic rewards
 - c. intrinsic rewards
 - d. non-monetary rewards

19. a process where a third party is involved in helping two other parties reach an agreement
- lockouts
 - conciliation
 - job design
 - arbitration
20. includes employees from diverse cultural and ethnic backgrounds, who were able to demonstrate the ability to speak in more than one language, and to demonstrate cultural awareness and sensitivity in their interactions with people from other cultures
- orders
 - a diverse workforce
 - monetary rewards
 - arbitration
21. protests that take place outside the workplace, generally associated with a strike; unionists stop the delivery of goods and try to stop the entry of non-union labour in the workplace
- lockouts
 - pickets
 - strikes
 - orders
22. those that the individual derives from the task or job itself, such as a sense of achievement
- extrinsic rewards
 - non-monetary rewards
 - intrinsic rewards
 - monetary rewards
23. an ongoing process, which is a detailed analysis of all the tasks, responsibilities, personal attributes and reporting relationships needed in a position
- job design
 - arbitration
 - job analysis
 - lockouts
24. uses the staff with the most appropriate skillset for a particular role and location, and builds a pool of managers with global experience
- geocentric staffing approach
 - gain-sharing plan
 - extrinsic rewards
 - intrinsic rewards

