

Version 2.2

# AMRM

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Board Licensure Examination Reviewer  
for  
Psychometrician

**QUESTION & ANSWER**

**INDUSTRIAL PSYCHOLOGY**



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## Industrial Psychology Question and answer

a practitioner may interview an incumbent on his daily tasks and consolidate this in a job description.

- a. Questionnaires
- b. Individual/group interviews
- c. Time and motion studies
- d. Duties and responsibilities

Correct answer: b. individual/group interviews

this may come in open-ended or structured form where the worker would have to answer several questions that may come in a checklist or essay form.

- a. Questionnaires
- b. Individual/group interviews
- c. Time and motion studies
- d. Duties and responsibilities

Correct answer: a. questionnaires

where the practitioner/incumbent records and observes the daily grind of the worker.

- a. Questionnaires
- b. Individual/group interviews
- c. Time and motion studies
- d. Duties and responsibilities

Correct answer: c. time and motion studies

contains the tasks associated with the job that may include occurrence of certain tasks, complexity of the work, equipment used, standards to be observed, etc.

- a. Questionnaires
- b. Individual/group interviews
- c. Time and motion studies
- d. Duties and responsibilities

Correct answer: d. duties and responsibilities

this states the working conditions that the worker will be placed in which should spell out any safety concerns such as exposure to chemicals, site visits, etc.

- a. Relationships
- b. Tools and equipment
- c. Other requirements
- d. environment

Correct answer: d. environment

would enumerate any tools to be used as necessitated by the work. This applies mostly for technical jobs such as engineering, medical, etc.

- a. Relationships
- b. Tools and equipment
- c. Other requirements
- d. environment

Correct answer: b. tools and equipment

indicates the reporting relationships of the worker as well as people/group to be handled

- a. Relationships
- b. Tools and equipment
- c. Other requirements
- d. environment

Correct answer: a. relationships

this may include preferences for the job as stated by the employer such as college courses, background, etc.

- a. Relationships
- b. Other requirements
- c. Other requirements
- d. environment

Correct answer: b. other requirements

Job are compared to one another and are ranked highest to lowest based on its relevance to the company. Though this is the simplest method, this is limited to organizations that only have 100 positions or less. It is important to note that objective evaluation is an important aspect of job ranking to take out subjectivity in managerial evaluation.

- a. Factor comparison
- b. Point factor
- c. Job ranking
- d. Job classification

Correct answer: c. job ranking

putting together similar jobs based on pre-defined classifications mostly based on function, skill and difficulty. Job grades are normally made as references.

- a. Factor comparison

- b. Point factor
- c. Job ranking
- d. Job classification

Correct answer: d. job classification

makes use of pre-determined compensable factors that are deemed important to the organization. A point system is devised where the total score will correspond to a particular pay grade.

- a. Factor comparison
- b. Point factor
- c. Job ranking
- d. Job classification

Correct answer: b. point factor

a combination of the point factor system and the job ranking system. The organization would have to benchmark similar jobs to the marked and assign compensable factors and rank jobs according to this.

- a. Factor comparison
- b. Point factor
- c. Job ranking
- d. Job classification

Correct answer: a. factor comparison

process where a practitioner or researcher undertakes to determine the core tasks of a certain job

- a. Job description
- b. Job summary
- c. Job analysis
- d. Job function

Correct answer: c. job analysis

document that included the job summary, duties and responsibilities, competencies and skills required of the job

- a. Job description
- b. Job summary
- c. Job analysis
- d. Job function

Correct answer: a. job description

brief description of what the job is Job classification – putting together similar jobs

- a. Job description
- b. Job summary
- c. Job analysis
- d. Job function

Correct answer: b. job summary

a classification of jobs that are related to one another

- a. Job description
- b. Job summary
- c. Job analysis
- d. Job function

Correct answer: d. job function

process by which one determines the worth of the job

- a. Job description
- b. Job summary
- c. Job analysis
- d. Job evaluation

Correct answer: d. job evaluation

it is important that whoever is involved in the selection process should be trained in interviewing and criteria selection to avoid subjectivity.

- a. Interview
- b. Curriculum vitae screening
- c. Criteria development
- d. All of the above

Correct answer: c. criteria development

recruiters and hiring managers may first go through an initial list of curriculum vitae that catch their attention.

- a. Interview
- b. Curriculum vitae screening
- c. Criteria development
- d. All of the above

Correct answer: b. curriculum vitae screening

a recruiter and hiring manager would interview candidates who may be deemed qualified for the job.

- a. Interview
- b. Curriculum vitae screening

- c. Criteria development
- d. All of the above

Correct answer: a. interview

where one would have to physically go to the office and be asked several questions

- a. Panel interview
- b. Telephone interview
- c. Video interview
- d. Face to face interview

Correct answer: d. face to face interview

normally done in the initial stage of the selection process to get a feel of a candidate's interest and likelihood to join the organization

- a. Panel interview
- b. Telephone interview
- c. Video interview
- d. Face to face interview

Correct answer: b. telephone interview

where a number of people from the organization interviews a candidate. Some companies may ask the candidate to present a case and ask questions based on the presentation

- a. Panel interview
- b. Telephone interview
- c. Video interview
- d. Face to face interview

Correct answer: a. panel interview

due to more cross-cultural engagements, one may do an interview via web chats to get to know their candidates

- a. Panel interview
- b. Telephone interview
- c. Video interview
- d. Face to face interview

Correct answer: c. video interview

where candidates are interviewed for what might interest them to join the company without a necessary vacancy in the organization. These are normally done for pooling purposes

- a. Informative interview
- b. Telephone interview
- c. Video interview
- d. Face to face interview

Correct answer: a. informative interview

may include intelligence tests, physical tests, personality tests, etc. Some organizations also conduct simulations for highly regarded positions.

- a. Job offer
- b. Test administration
- c. Talent acquisition
- d. Recruitment

Correct answer: b. test administration

as candidates are further narrowed down, the hiring manager may create a list of candidates they would want to extend a job offer for. This would normally be a discussion of the person's compensation and benefits package. If the recruiter is the one doing the job offer, he must be aware of his limits as to what can be and cannot be offered. It is always better to verify data before going into negotiation.

- a. Job offer
- b. Test administration
- c. Talent acquisition
- d. Recruitment

Correct answer: a. job offer

process of acquiring talent for whatever purpose – whether there is a vacancy in the organization or not

- a. Job offer
- b. Test administration
- c. Talent acquisition
- d. Recruitment

Correct answer: c. talent acquisition

process by which one fills a vacancy in the organization

- a. Job offer
- b. Test administration
- c. Talent acquisition
- d. Recruitment

Correct answer: d. recruitment

staffing overview which may indicate future needs, anticipate separations, etc.

- a. Recruiter
- b. Internal placement
- c. Manpower
- d. All of the above

Correct answer: c. manpower

getting someone to fill in the vacancy who is already inside the organization

- a. Recruiter
- b. Internal placement
- c. Manpower
- d. All of the above

Correct answer: b. internal placement

someone who recruits

- a. Recruiter
- b. Internal placement
- c. Manpower
- d. All of the above

Correct answer: a. recruiter

Workers should be briefed on company expectations with regard to attendance. Some organizations have implemented flexible schedules or shuttles to help employees in managing their attendance.

- a. Confidentiality
- b. Personal work during office hours
- c. Absenteeism and tardiness
- d. Personal problems

Correct answer: c. absenteeism and tardiness

Most companies implement a policy on what is acceptable work during office hours. Personal errands and transactions during office hours should be avoided as part of work ethic and etiquette.

- a. Confidentiality
- b. Personal work during office hours
- c. Absenteeism and tardiness
- d. Personal problems

Correct answer: b. personal work during office hours

In some companies, it is inevitable that some employees will be exposed to confidential data and information regarding projects handled. It is of utmost importance that employees maintain the privacy of data and information at all times. Companies may opt to have employees sign a non-disclosure agreement preventing leakage of information and data.

- a. Confidentiality
- b. Personal work during office hours
- c. Absenteeism and tardiness
- d. Personal problems

Correct answer: a. confidentiality

Family issues such as separations, illness, childcare are one of the top reasons why an employee may not be able to function well at work.

- a. Confidentiality
- b. Personal work during office hours
- c. Absenteeism and tardiness
- d. Personal problems

Correct answer: d. personal problems

Employees may from time to time come in conflict with a colleague or a boss that may hinder them from doing their work well. Office politics should be put aside and focus must be maintained on the work at hand and not on personalities.

- a. Confidentiality
- b. Personal work during office hours
- c. Absenteeism and tardiness
- d. conflict

Correct answer: d. conflict

preconceived notions whether positive or negative against an employee may sometimes influence their performance rating.

- a. Recency effect
- b. Unequal rating measures
- c. Halo effect
- d. Bias

Correct answer: d. bias

generalizations whether positive or negative affecting several performance categories thereby affecting the overall performance rating

- a. Recency effect
- b. Unequal rating measures

- c. Halo effect
- d. Bias

Correct answer: c. halo effect

tendency for the rater to remember that most recent event/situation when doing the appraisal evaluation

- a. Recency effect
- b. Unequal rating measures
- c. Halo effect
- d. Bias

Correct answer: a. recency effect

one manager may rate his staff too leniently or too strictly as compared to another manager or rate one staff too leniently or too strictly as compared to another staff

- a. Recency effect
- b. Unequal rating measures
- c. Halo effect
- d. Bias

Correct answer: b. unequal rating measures

ensuring employee productivity and effectivity in achieving set goals and targets

- a. Performance
- b. Planning
- c. Performance management
- d. Developing

Correct answer: c. performance management

the ability to produce outputs or results

- a. Performance
- b. Planning
- c. Performance management
- d. Developing

Correct answer: a. performance

a stage in performance management that sets objectives

- a. Performance
- b. Planning
- c. Performance management
- d. Developing

Correct answer: b. planning

a stage in performance management that constantly checks in the progress of the employee in achieving his objectives

- a. Performance
- b. monitoring
- c. Performance management
- d. Developing

Correct answer: b. monitoring

a stage in performance management that identifies the performance gaps and learning solutions to address these

- a. Performance
- b. Planning
- c. Performance management
- d. Developing

Correct answer: d. developing

a stage in performance management that assess the performance of the employee

- a. evaluating
- b. Planning
- c. Performance management
- d. Developing

Correct answer: a. evaluating

this type of training orients new employees on the background of the organization, culture and protocols. This may also be an orientation regarding a certain job that is new and how this is done.

- a. Soft skills training
- b. Functional/technical training
- c. Continuing education
- d. Onboarding

Correct answer: d. onboarding

education refers to a formal schooling taken from universities. This would entail obtaining a post-graduate degree.

- a. Soft skills training
- b. Functional/technical training
- c. Continuing education
- d. Onboarding

Correct answer: c. continuing education

this normally is related to the job thereby targeting functional competencies or the technical components of one's job

- a. Soft skills training
- b. Functional/technical training
- c. Continuing education
- d. Onboarding

Correct answer: b. functional/technical training

may include values workshops, personality enhancements, communication programs. These training programs target competencies that help one have better interaction and social skills

- a. Soft skills training
- b. Functional/technical training
- c. Continuing education
- d. Onboarding

Correct answer: a. soft skills training

this training would be geared towards obtaining and maintaining one's license to carry out his work. Professionals need continuing educational units to keep abreast of new trends in their field.

- a. Soft skills training
- b. Functional/technical training
- c. Professional training
- d. Leadership training

Correct answer: c. professional training

this training focuses on developing leadership traits on employees to prepare them to better lead their people.

- a. Soft skills training
- b. Functional/technical training
- c. Professional training
- d. Leadership training

Correct answer: d. leadership training

an employee may be given more tasks on top of what is assigned to him to expand his skill set

- a. Job shadowing
- b. Job rotation

- c. Job expansion
- d. Stretch assignments

Correct answer: c. job expansion

an employee may be transferred to other jobs that may be related to his function

- a. Job shadowing
- b. Job rotation
- c. Job expansion
- d. Stretch assignments

Correct answer: b. job rotation

an employee may follow a more experienced employee to learn about a new job in the organization, this involves following someone to different meetings, etc

- a. Job shadowing
- b. Job rotation
- c. Job expansion
- d. Stretch assignments

Correct answer: a. job shadowing

one may be given extra work to find out what else a person can do and allow him to expand his role

- a. Job shadowing
- b. Job rotation
- c. Job expansion
- d. Stretch assignments

Correct answer: d. stretch assignments

one may be included in a cross-functional team to do a project for the organization, this allows the employee to be exposed to different functions and people in the organization

- a. Job shadowing
- b. Job rotation
- c. Job expansion
- d. Special projects

Correct answer: d. special projects

this involves a coach who will have open discussions with the employee regarding a certain work issue, answers are drawn from employees for ownership

- a. Mentoring
- b. Coaching

- c. Face to face training
- d. E-learning

Correct answer: b. coaching

this is similar to coaching except is done by a more senior organization official, this may include work concerns, and similar interests and values

- a. Mentoring
- b. Coaching
- c. Face to face training
- d. E-learning

Correct answer: a. mentoring

traditional classroom training where a teacher downloads new concepts

- a. Mentoring
- b. Coaching
- c. Face to face training
- d. E-learning

Correct answer: c. face to face training

similar to face to face training but done virtually

- a. Mentoring
- b. Coaching
- c. Face to face training
- d. E-learning

Correct answer: d. E-learning

learning activity that is related to the current job of the employee and where its effectiveness will be based on application of skills on the job

- a. Training needs analysis
- b. Education
- c. Development
- d. Training

Correct answer: d. training

future-oriented in such a way that it is a preparation for a future career goal, path or job that is identified by the organization or individual

- a. Training needs analysis
- b. Education
- c. Development

- d. Training

Correct answer: c. development

long term investment of learning which earns one a degree

- a. Training needs analysis
- b. Education
- c. Development
- d. Training

Correct answer: b. education

a process by which one evaluates what are the gaps that needs to be addressed by a training

- a. Training needs analysis
- b. Education
- c. Development
- d. Training

Correct answer: a. training needs analysis

a teacher or instructor specializing in a certain field

- a. Training needs analysis
- b. Subject matter expert
- c. Development
- d. Training

Correct answer: b. subject matter expert

an employee who is satisfied with work conditions is mostly energized to work. This may be contrary though to employees who are satisfied with work and would just want to maintain status.

- a. Employee performance
- b. Job satisfaction
- c. Productivity
- d. Work environment

Correct answer: b. job satisfaction

when one perceives that he is contributing to the bigger perspective and making a change in the organization

- a. Employee performance
- b. Job satisfaction
- c. Productivity

- d. Work environment

Correct answer: a. employee performance

being equipped to produce results no matter the effort

- a. Employee performance
- b. Job satisfaction
- c. Productivity
- d. Work environment

Correct answer: c. productivity

stressors, competition, culture, relationships influence motivation to work

- a. Employee performance
- b. Job satisfaction
- c. Productivity
- d. Work environment

Correct answer: d. work environment

means, needs, desires, wants or drives within a person

- a. Extrinsic motivation
- b. Intrinsic motivation
- c. Motivation
- d. All of the above

Correct answer: c. motivation

normally derived from an internal wanting to be motivated that can only come from the individual as this is perceived to be internally rewarding

- a. Extrinsic motivation
- b. Intrinsic motivation
- c. Motivation
- d. All of the above

Correct answer: b. intrinsic motivation

derived from external factors that would motivate the individual that is normally brought about by a stimulus from the environment around the person

- a. Extrinsic motivation
- b. Intrinsic motivation
- c. Motivation
- d. All of the above

Correct answer: a. extrinsic motivation

organizational strategy of creating positive work conditions that help employees reach their maximum potential at work to result in achieving

- a. Organizational commitment
- b. Organizational bottom lines job satisfaction
- c. Employee engagement
- d. Turnover

Correct answer: c. employee engagement

normally derived from an internal wanting to be motivated that can only come from the individual as this is perceived to be internally rewarding

- a. Organizational commitment
- b. Organizational bottom lines job satisfaction
- c. Employee engagement
- d. Turnover

Correct answer: b. organizational bottom lines job satisfaction

one's loyalty to an organization with the person being willing to stay with the company, imbibing its values and goals and exerting much effort to achieve its goals

- a. Organizational commitment
- b. Organizational bottom lines job satisfaction
- c. Employee engagement
- d. Turnover

Correct answer: a. organizational commitment

when an employee leaves the company

- a. Organizational commitment
- b. Organizational bottom lines job satisfaction
- c. Employee engagement
- d. Turnover

Correct answer: d. turnover

happens when an employee resigns or willingly leaves the company

- a. Organizational commitment
- b. Voluntary turnover
- c. Involuntary turnover
- d. Turnover

Correct answer: b. voluntary turnover

when an employee is terminated for not performing according to expectations or when an act is done against the organization

- a. Organizational commitment
- b. Voluntary turnover
- c. Involuntary turnover
- d. Turnover

Correct answer: c. involuntary turnover

a “physical, mental or emotional strain or tension” or “a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize”

- a. Distress
- b. Chronic stress
- c. Stress
- d. All of the above

Correct answer: c. stress

negative kind of stress that may hinder performance Eustress – positive kind of stress that may encourage people to perform Acute stress – immediate/momentary period of stress

- a. Distress
- b. Chronic stress
- c. Stress
- d. All of the above

Correct answer: a. distress

recurring/long periods of stress

- a. Distress
- b. Chronic stress
- c. Stress
- d. All of the above

Correct answer: b. chronic stress

communication is a one-way, linear process wherein in the sender (the one giving the message) relays his message by means of a channel to a receiver (the intended audience).

- a. Interaction Model of Communication
- b. Transmission Model of Communication
- c. Verbal communication
- d. Non verbal communication

Correct answer: b. transmission model of communication

is a two way, non-linear process wherein in the sender (the one giving the message) relays his message by means of a channel to a receiver and where the receiver gives feedback to generate an ongoing conversation between the two.

- a. Interaction Model of Communication
- b. Transmission Model of Communication
- c. Verbal communication
- d. Non verbal communication

Correct answer: a. interaction model of communication

It is important to note that non-verbal communication plays a bigger role in the communication process more than what is being said. The tone, eye contact, manner, facial expressions and gestures convey a whole lot more than what is actually being conveyed.

- a. Interaction Model of Communication
- b. Transmission Model of Communication
- c. Verbal communication
- d. Non verbal communication

Correct answer: d. non verbal communication

is normally delivered orally in a number of ways – face to face, telephone, mobile, etc.

- a. Interaction Model of Communication
- b. Transmission Model of Communication
- c. Verbal communication
- d. Non verbal communication

Correct answer: c. verbal communication

are seen as printed messages that may come in different forms such as reports, notes, emails, text messages, etc.

- a. Written communication
- b. Transmission Model of Communication
- c. Verbal communication
- d. Non verbal communication

Correct answer: a. written communication

top-bottom communication takes place when upper levels of the organization or management communicate to the employees.

- a. Written communication
- b. Downward communication

- c. Verbal communication
- d. Lateral or horizontal communication

Correct answer: b. downward communication

happens when people coming from the same level communicate with one another.

- a. Written communication
- b. Downward communication
- c. Verbal communication
- d. Lateral or horizontal communication

Correct answer: d. lateral or horizontal communication

\_\_\_\_\_ is an organized, factual statement of duties and responsibilities of specific job.

- a. Job analysis
- b. Job description
- c. Job specification
- d. Job responsibility form

Correction answer: b. job description

A statement of the minimum acceptable competencies necessary to perform a job properly

- a. Job specification
- b. Job description
- c. Job analysis
- d. Job information

Correct answer: b. job specification

A test that measures personality attributes of candidates such as emotional stability, conformity, extroversion etc

- a. Intelligence test
- b. Aptitude test
- c. Achievement test
- d. Personality test

Correct answer: d. personality test

\_\_\_\_\_ is the process that accounts for people's effort toward attaining a goal

- a. Existence
- b. Self-actualization
- c. Motivation
- d. Need for achievement

Correct answer: c. motivation

A type of interview where the interviewer follow a sequence questions.

- a. Structured interview
- b. Unstructured interview
- c. Non directive interview
- d. One-on-one interview

Correct answer: a. structured interview

When manager takes an active role in guiding another manager, it is called \_\_\_\_\_.

- a. Coaching
- b. Monitoring
- c. Assessment
- d. Job analysis

Correct answer: a. coaching

Performance ratings that are collected “all around” an employees, from supervisors subordinates, peers and internal & external customers-a complete survey on individuals

- a. 360-degree-feedback
- b. Self-rating
- c. Performance appraisal
- d. Job analysis

Correct answer: a. 360-degree-feedback

Results of performance evaluation can be used as basis for;

- a. Rewards and recognition
- b. Promotion and transfer
- c. Policy formulation
- d. All of the above

Correct answer: d. all of the above

Orientation on newly hired employees typically includes information on \_\_\_\_\_.

- a. Employee benefits
- b. Personnel policies
- c. Daily routine
- d. All of the above

Correct answer: d. all of the above

Kimberly is interview along with several other talented candidates for a position as a journalist at a newspaper. A team of interviewers will meet with all the candidates at once. The team will pose problems to the candidates and see which candidates takes the lead in formulating an answer. This is an example of a \_\_\_\_\_ interview.

- a. Serial
- b. Sequential
- c. Board
- d. Mass

Correct answer: d. mass

Situational questions like "how would you organize a sales effort?" seek information regarding a candidate's \_\_\_\_\_ factor.

- a. Motivation
- b. Intellectual
- c. Personality
- d. Knowledge

Correct answer: d. knowledge

Interview question that probe for self-defeating behaviors and explore a person's past interpersonal relationships seek information regarding a candidate's \_\_\_\_\_ factor.

- a. Motivation
- b. Intellectual
- c. Personality
- d. Knowledge

Correct answer: c. personality

Interview questions designed to probe such areas as a person's aspirations and energy level seek information regarding a candidate's \_\_\_\_\_ factor.

- a. Motivation
- b. Intellectual
- c. Personality
- d. Knowledge

Correct answer: a. motivation

Interview questions designed to assess such things as complexity of tasks the person has performed seek to probe the candidate's \_\_\_\_\_ factor.

- a. Motivation
- b. Intellectual
- c. Personality
- d. Knowledge

Correct answer: b. intellectual

Consider the question: "what factors should be considered when developing a customer database?" "what type of question is this?"

- a. Background question
- b. Past behavior question
- c. Situational question
- d. Job knowledge question

Correct answer: d. job knowledge question

Which of the following is an example of an intrinsic reward?

- a. Salary
- b. Bonus
- c. Interesting work
- d. Promotion

Correct answer: c. interesting work

The final step a manager should consider when conducting interviews without a thoroughly-developed structured situational guide is to \_\_\_\_\_.

- a. Prepare for the interview
- b. Devise a plan for the interview
- c. Probe specific factors during the interview
- d. Match the candidate to the job

Correct answer: d. match the candidate to the job

Which question below is an example of a job knowledge question?

- a. "suppose you were giving a sales presentation and a difficult technical question arose that you could not answer. What would you do?"
- b. "based on your past work experience, what is the most significant action you have ever taken to help out a co-worker?"
- c. "what work experiences, training or other qualifications do you have for working in a teamwork environment?"
- d. "what factors should one consider when developing a television advertising campaign?"

Correct answer: d. "what factors should one consider when developing a television advertising campaign?"

Rejected candidates who receive an explanation detailing why the employer rejected them tended to do all the following except. \_\_\_\_\_

- a. Feel the process was fair
- b. Speak more highly of the employer
- c. Legally dispute the decision
- d. Apply for jobs again with the firm

Correct answer: c. legally dispute the decision

A valid selection test is one that is based on job analysis this pertain to \_\_\_\_\_ .

- a. Criterion validity
- b. Face validity
- c. Content validity
- d. Construct validity

Correct answer: c. content validity

What is the first step in constructing a structured interview?

- a. Preparing for interview questions
- b. Asking SMEs
- c. Conducting job analysis
- d. Creating scoring key

Correct answer: c. conducting job analysis

Which of the KSAOS can no longer be enhanced by training?

- a. Knowledge
- b. Skills
- c. Abilities
- d. None of the above

Correct answer: c. abilities

Those who are recruited through \_\_\_\_\_ are more likely to be hired and have longer tenured.

- a. Executive search firm
- b. Online recruitment
- c. Referral
- d. Campus recruitment

Correct answer: a. executive search firm

A psychological test designed to predict an applicant's tendency to steal.

- a. TAT
- b. RIT
- c. Integrity test
- d. MMPI

Correct answer: c. integrity test

The written output of job analysis

- a. Job evaluation
- b. Job report
- c. Job summary
- d. Job description

Correct answer: d. job description

\_\_\_\_\_ Determines who will perform the best whereas \_\_\_\_\_ determines who will perform at an acceptable level.

- a. Passing score; top-down
- b. Top-down, passing score
- c. Multiple hurdle; multiple cutoff
- d. Multiple cutoff; multiple hurdle

Correct answer: b. top-down, passing score

Using pretest and posttest to assess training effectiveness is a way of measuring \_\_\_\_\_.

- a. Employee retention
- b. Employee learning
- c. Employee engagement
- d. Transfer of training

Correct answer: b. employee learning

The following are advantages of cross-training. Point the exception.

- a. Improves job satisfaction
- b. Serves as a training for managerial positions
- c. Expands employee's level of responsibility
- d. Allow for lateral transfer

Correct answer: c. expands employee's level or responsibility

Job rotation, job enrichment, and job enlargement satisfy which need in Maslow's hierarchy?

- a. Safety needs
- b. Physiological needs

- c. Self-actualization needs
- d. Esteem needs

Correct answer: c. self-actualization needs

Earning-at risk is also known as \_\_\_\_\_.

- a. Merit pay
- b. Pay for performance
- c. Gain sharing
- d. Stock options

Correct answer: b. pay for performance

“do you have a driver’s license?” this type of question is an example of \_\_\_\_\_.

- a. Clarifier
- b. Skill-level determiner
- c. Disqualifier
- d. Past-focused

Correct answer: c. disqualifier

This involves comparing jobs within an organization to ensure that the people in jobs are worth the most money and are paid accordingly.

- a. External pay equity
- b. Internal pay equity
- c. Salary survey
- d. Salary grade

Correct answer: b. internal pay equity

Which of the following is not a measure of general information about worker abilities?

- a. Functional job analysis (FJA)
- b. Job structure profile (JSP)
- c. Position analysis questionnaire (PAQ)
- d. Job components inventory (JCI)

Correct answer: d. job components inventory (JCI)

Telling the applicant that although the pay is above average, the work environment is often boring and has little chance of advancement. This is an example of \_\_\_\_\_.

- a. Expectation lowering procedure (ELP)
- b. Critical incident technique (CIT)
- c. Functional job analysis (FJA)
- d. Realistic job preview (RJP)

Correct answer: d. realistic job preview (RJP)

These instrument are easy to use, quickly administered, and inexpensive.

- a. Biodata
- b. In-basket technique
- c. Work samples
- d. Simulation

Correct answer: a. biodata

Which of the following is a theory-based test of normal personality?

- a. MBTI
- b. 16 PF
- c. MMPI
- d. CPI

Correct answer: c. MMPI

If job vacancies are posted In places where customers or current employees are likely to see them, we call this:

- a. Situation-wanted ads
- b. Newspaper ads
- c. Point-of purchase
- d. Employee referrals

Correct answer: b. newspaper ads

Which theory proposes that people with high need for achievement are very concerned with doing their best work and setting goals to help them get there?

- a. Adam's equity theory
- b. McClelland's need theory
- c. Maslow's Hierarchy of needs
- d. Expectancy theory

Correct answer: b. McClelland's need theory

Employees take their complaints to an internal committee that makes a decision regarding the complaints. The system is called \_\_\_\_\_.

- a. Arbitrary system
- b. Grievance system
- c. Mediation system
- d. Legal system

Correct answer: b. Grievance system

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