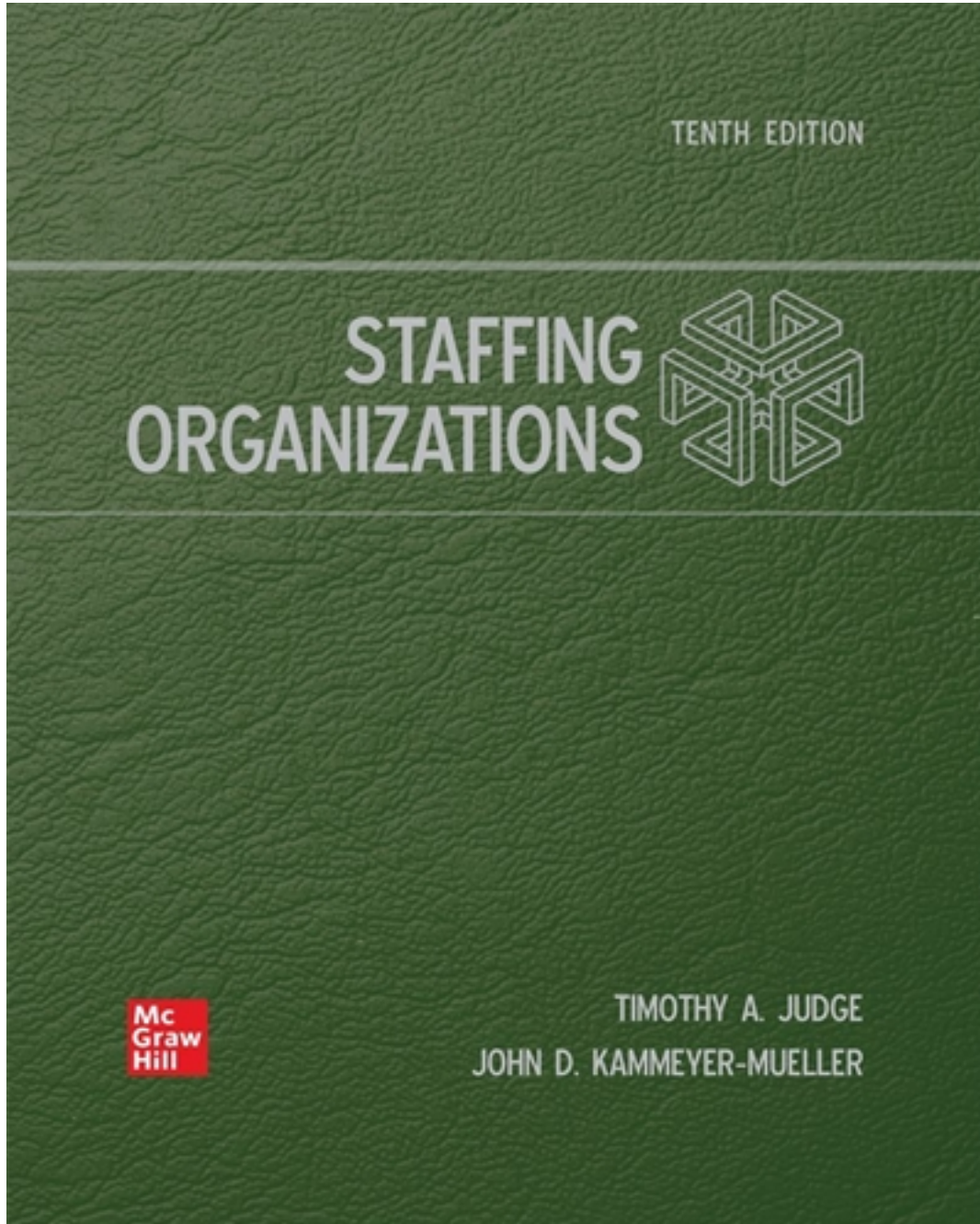


# Test Bank for Staffing Organizations 10th Edition by Judge

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# Test Bank

# Staffing Organizations 10th Edition by Judge CH01

ANSWERS ARE LOCATED IN THE SECOND PART OF THIS DOCUMENT

**TRUE/FALSE - Write 'T' if the statement is true and 'F' if the statement is false.**

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

1) \_\_\_\_\_

- ☐ true
- ☐ false

## Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

2) \_\_\_\_\_

- ☐ true
- ☐ false

## Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

3) 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.

3) \_\_\_\_\_

- ☐ true
- ☐ false

## Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

## Staffing Organizations 10th Edition by Judge CH01

4) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

5) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

6) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

7) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

## Staffing Organizations 10th Edition by Judge CH01

8) Staffing is more of a process than an event.

8) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

9) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

10) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

11) 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.

11) \_\_\_\_\_

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- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

12) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

13) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

14) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

## Staffing Organizations 10th Edition by Judge CH01

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

15) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

16) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

**17)** 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.

17) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

18) \_\_\_\_\_

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- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

19) 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.

19) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

20) 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.

20) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

21) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

## Staffing Organizations 10th Edition by Judge CH01

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

22) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

23) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

24) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

25) \_\_\_\_\_



## Staffing Organizations 10th Edition by Judge CH01

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

26) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

27) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

28) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

## Staffing Organizations 10th Edition by Judge CH01

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

29) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

30) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

31) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

32) \_\_\_\_\_

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- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

33) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

34) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

35) Some organizations understaff in order to avoid costly layoffs.

35) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

## Staffing Organizations 10th Edition by Judge CH01

**36)** 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.

36) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

37) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

38) \_\_\_\_\_

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

**39)** 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.

39) \_\_\_\_\_

## Staffing Organizations 10th Edition by Judge CH01

- ☐ true
- ☐ false

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

**MULTIPLE CHOICE - Choose the one alternative that best completes the statement or answers the question.**

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

40) \_\_\_\_\_

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

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

**41)** 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 \_\_\_\_\_.

41) \_\_\_\_\_

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

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

## Staffing Organizations 10th Edition by Judge CH01

42) Which of the following statements is true regarding staffing?

42) \_\_\_\_\_

- 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

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

43) \_\_\_\_\_

- 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

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

44) \_\_\_\_\_

## Staffing Organizations 10th Edition by Judge CH01

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

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

45) \_\_\_\_\_

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

### Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

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

46) \_\_\_\_\_

- 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

# Staffing Organizations 10th Edition by Judge CH01

## Question Details

Topic : The Nature of Staffing

Accessibility : Keyboard Navigation

47) Staffing systems should ultimately be used to \_\_\_\_\_.

47) \_\_\_\_\_

- 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

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

48) \_\_\_\_\_

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

## Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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



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49) \_\_\_\_\_

- 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

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

50) \_\_\_\_\_

- 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

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

51) \_\_\_\_\_

- 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.

## Staffing Organizations 10th Edition by Judge CH01

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

52) \_\_\_\_\_

- 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

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

53) \_\_\_\_\_

- 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

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

54) \_\_\_\_\_

## Staffing Organizations 10th Edition by Judge CH01

- 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

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

55) \_\_\_\_\_

- 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

56) 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?

56) \_\_\_\_\_

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

## Staffing Organizations 10th Edition by Judge CH01

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

57) \_\_\_\_\_

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

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

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

58) \_\_\_\_\_

- 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

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

59) \_\_\_\_\_

## Staffing Organizations 10th Edition by Judge CH01

- 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

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

60) \_\_\_\_\_

- 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

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

61) \_\_\_\_\_

- 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

## Staffing Organizations 10th Edition by Judge CH01

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Models

62) Staffing system management involves \_\_\_\_\_.

62) \_\_\_\_\_

- 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

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

63) \_\_\_\_\_

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

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

64) \_\_\_\_\_

## Staffing Organizations 10th Edition by Judge CH01

- 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

65) Outsourcing is \_\_\_\_\_.

65) \_\_\_\_\_

- 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

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

66) \_\_\_\_\_

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

## Staffing Organizations 10th Edition by Judge CH01

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

67) \_\_\_\_\_

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

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy

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

68) \_\_\_\_\_

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

### Question Details

Accessibility : Keyboard Navigation

Topic : Staffing Strategy



## **Staffing Organizations 10th Edition by Judge CH01**

### **Answer Key**

Test name: CH01

- 1) TRUE
- 2) FALSE
- 3) TRUE
- 4) TRUE
- 5) FALSE
- 6) FALSE
- 7) FALSE
- 8) TRUE
- 9) TRUE
- 10) FALSE
- 11) TRUE
- 12) FALSE
- 13) TRUE
- 14) FALSE
- 15) FALSE
- 16) TRUE
- 17) FALSE
- 18) TRUE
- 19) TRUE
- 20) FALSE
- 21) FALSE
- 22) TRUE
- 23) TRUE
- 24) TRUE
- 25) TRUE
- 26) FALSE

## **Staffing Organizations 10th Edition by Judge CH01**

- 27) TRUE
- 28) FALSE
- 29) FALSE
- 30) TRUE
- 31) TRUE
- 32) FALSE
- 33) TRUE
- 34) FALSE
- 35) TRUE
- 36) FALSE
- 37) TRUE
- 38) FALSE
- 39) TRUE
- 40) A
- 41) A
- 42) B
- 43) D
- 44) A
- 45) B
- 46) C
- 47) D
- 48) C
- 49) D
- 50) D
- 51) C
- 52) A
- 53) D
- 54) C
- 55) A
- 56) B

## **Staffing Organizations 10th Edition by Judge CH01**

- 57) B
- 58) C
- 59) A
- 60) C
- 61) B
- 62) C
- 63) A
- 64) C
- 65) D
- 66) B
- 67) B
- 68) B