

***Strategic Human Resource Management 6th edition
Mello Test Bank***

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Chapter 01: An Investment Perspective...

1. Physical and capital assets include all of the following except

- a. plant
- b. machinery
- c. employees
- d. technology

ANSWER: c

2. The skills required for most jobs are becoming

- a. less manual and more cerebral and knowledge-based
- b. more manual and less cerebral and knowledge-based
- c. less manual and more service-based
- d. more manual and less service-based

ANSWER: a

3. Assets that are not easily cloned by competitors are

- a. products, but not services
- b. services, but not products
- c. technologies
- d. employees

ANSWER: d

4. Technology is becoming more invested in an organization's

- a. capital
- b. people
- c. new product development
- d. market strategy

ANSWER: b

5. Investing in employees provides a guaranteed return without a risk of losing the investment.

- a. True
- b. False

ANSWER: False

6. Which of the following is not a factor that influences how investment-oriented an organization is?

- a. management values
- b. needed employee skills
- c. the product produced, or service provided
- d. attitudes toward risk

ANSWER: c

7. The ease of quantifying outcomes makes it more likely that an organization will invest in human assets as opposed to other assets.

- a. True
- b. False

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ANSWER: False

8. Sources of employee value include all of the following except
- a. the ability to learn and grow
 - b. decision making capabilities
 - c. self-loyalty
 - d. technical knowledge

ANSWER: c

9. An investment approach to HR involves an organization looking at its employees as variable costs of production.
- a. True
 - b. False

ANSWER: False

10. The HR Value Chain contains all of the following except
- a. market-based outcomes
 - b. operational outcomes
 - c. financial/accounting outcomes
 - d. legal outcomes

ANSWER: d

11. Which of the following is true?
- a. analytics precede metrics
 - b. metrics precede analytics
 - c. analytics and metrics are unrelated
 - d. analytics and metrics are the same thing

ANSWER: b

12. Analytics are data points whereas metrics examine relationships.
- a. True
 - b. False

ANSWER: False