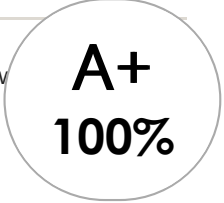


17 Multiple choice questions



A+
100%

1. a process of evaluating the performance of employees; it is usually conducted by an employee's superior
 - a. mentoring
 - b. transforming resources
 - c. **CORRECT: performance appraisal**
 - d. interpersonal skills

2. the development of a product image (in the mind of the consumer) in relation to other similar products
 - a. mentoring
 - b. training
 - c. **CORRECT: positioning**
 - d. vision

3. people or communication skills; these skills involve managing and motivating people
 - a. **CORRECT: interpersonal skills**
 - b. separation
 - c. stakeholder
 - d. job production

4. the process whereby employees leave the business; they will leave through retirement, resignation, redundancy or dismissal
 - a. training
 - b. **CORRECT: separation**
 - c. vision
 - d. motivation

5. the picture of the future for the business
 - a. training
 - b. **CORRECT: vision**
 - c. motivation
 - d. positioning

6. educating an employee in the skills and processes of the job that the employee currently holds
 - a. **CORRECT: training**
 - b. mentoring
 - c. positioning
 - d. vision

7. the force that gives purpose and direction to behaviour
 - a. separation
 - b. positioning
 - c. **CORRECT: motivation**
 - d. vision

8. the creation of single items by either one worker or team of workers
 - a. separation
 - b. **CORRECT: job production**
 - c. motivation
 - d. positioning

9. to ensure that the productivity of a business or its output per person can achieve its fullest potential because the employees of the business are effective and efficient in the way they go about their tasks
 - a. transformed resources
 - b. **CORRECT: strategic role of human resources**
 - c. transforming resources
 - d. stakeholder

10. the way in which a business divides its potential market into different groups, or segments
 - a. motivation
 - b. job production
 - c. separation
 - d. **CORRECT: market segmentation**

11. an employee is retrenched without wanting to be
- a. management consultants
 - b. mentoring
 - c. positioning
 - d. **CORRECT: involuntary redundancy**
12. those which will cause the change or transformation process in business operations; the main transforming resources are human resources and facilities such as plant and equipment
- a. **CORRECT: transforming resources**
 - b. training
 - c. transformed resources
 - d. mentoring
13. an individual who has an interest in a business achieving its goals and objectives
- a. separation
 - b. positioning
 - c. training
 - d. **CORRECT: stakeholder**
14. those which will be transformed or changed into finished products by operations processes; in most businesses, transformed resources will include materials, information and customers
- a. management consultants
 - b. stakeholder
 - c. **CORRECT: transformed resources**
 - d. transforming resources
15. availability of products and the number of distribution channels is limited
- a. market segmentation
 - b. motivation
 - c. separation
 - d. **CORRECT: selective channel distribution**

16. assist other businesses and organisations to improve their performance by analysing existing problems
- a. **CORRECT: management consultants**
 - b. transformed resources
 - c. mentoring
 - d. market segmentation
17. a system where an experienced member of staff is attached to either new recruits or promising employees to enhance their workplace skills and increase their value to the team
- a. training
 - b. **CORRECT: mentoring**
 - c. positioning
 - d. vision