

# Management/Marketing/Human Resources (72)

—OPEN EVENT—

Regional—2012

**TOTAL POINTS** \_\_\_\_\_ (500)

***Failure to adhere to any of the following rules will result in disqualification:***

- 1. Contestant must hand in this test booklet and all printouts. Failure to do so will result in disqualification.***
- 2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests or facsimile (handwritten, photocopied, or keyed) are allowed in the testing area.***
- 3. Electronic devices will be monitored according to ACT standards.***

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**Directions: Identify the letter of the choice that best completes the statement or answers the question and mark it on the Scantron form provided.**

1. This level of management includes department heads and district sales managers.
  - a. supervisory management
  - b. middle management
  - c. senior management
  - d. staffing management
  
2. Autonomy allows workers to make decisions about how they perform their jobs.
  - a. True
  - b. False
  
3. According to the American Disabilities Act of 1990, persons who fall under the conditions of this act should be granted \_\_\_\_\_ in order to fulfill their tasks.
  - a. handicapped parking
  - b. reasonable accommodations
  - c. executive privilege
  - d. civil liberties
  
4. A manager who provides leadership within the company or interacts with others outside the organization is said to be working within his or her \_\_\_\_\_.
  - a. information related role
  - b. decision making role
  - c. interpersonal role
  - d. required role
  
5. \_\_\_\_\_ is the type of layout that groups equipment and staff based on the various steps involved in producing a product.
  - a. Fixed Position
  - b. Process
  - c. Product
  - d. Facilities
  
6. A store that only sells men's clothing, shoes, and accessories would be considered a \_\_\_\_\_.
  - a. market segmentation
  - b. geographic segmentation
  - c. target market
  - d. niche market
  
7. Banks move money between \_\_\_\_\_.
  - a. other banks
  - b. banks and individual customers
  - c. governments
  - d. all of the above

8. Your net worth goes up when you \_\_\_\_\_.
- spend more than you earn
  - pay off previous debts
  - borrow money to pay a deficit
  - withdraw money from a savings account
9. \_\_\_\_\_ refers to the number of different skills a worker needs to perform a job.
- Skill variety
  - Task identity
  - Task significance
  - Autonomy
10. Any employee who has a physical or mental impairment, a record of impairment, or is considered impaired and this limits one or more of their major life activities are defined as a \_\_\_\_\_.
- worker with restriction
  - disabled individual
  - unskilled worker
  - handicapped impaired worker
11. An activity that seeks profit by providing goods and/or services to others is called \_\_\_\_\_.
- selling
  - trading
  - business
  - marketing
12. \_\_\_\_\_ strategy is the action stage of strategic management.
- Evaluating
  - Implementing
  - Functional
  - Formulating
13. Employment terminating without any explanation by an employer is considered \_\_\_\_\_.
- temporary contract work
  - at-will employment
  - piecework contract
  - employee leasing
14. The study of how to create the conditions that will make better use of resources is referred to as \_\_\_\_\_.
- resource development
  - conditional response
  - economical know how
  - any of the above

15. In the SWOT analysis the S stands for \_\_\_\_\_.
- a. supervisors
  - b. strengths
  - c. supplies
  - d. services
16. If Cindy is asked by her manager Bob to go out after work and have dinner and she declines, but then Cindy receives a bad job review three weeks later this is an example of \_\_\_\_\_.
- a. hostile work environment
  - b. sexual harassment
  - c. quid pro quo
  - d. team building
17. Being concerned for the welfare of the society as a whole is referred to as having \_\_\_\_\_.
- a. economical power
  - b. social responsibility
  - c. overcome trade barriers
  - d. introduced democracy
18. A plan to reverse negative trends in a company is called \_\_\_\_\_.
- a. Functional Strategy
  - b. Business Strategy
  - c. Combination Strategy
  - d. Defensive Strategy
19. What department of an organization works with interviewing, hiring and other employee issues?
- a. Accounting
  - b. Marketing
  - c. Human Resources
  - d. Information Systems
20. Which of the following are modes of entering global markets?
- a. Licensing, importing, and exporting
  - b. Exporting, franchising, and importing
  - c. Licensing, franchising, and creating subsidiaries
  - d. Importing, creating subsidiaries, and franchising
21. \_\_\_\_\_ strategy provides overall direction for the company.
- a. Corporate
  - b. Growth
  - c. Stability
  - d. Defensive

22. What act insures that employees are treated equally regardless of race, religion or age?
- ADA
  - EEOC
  - Affirmative Action
  - USERRA
23. Standards of behavior that are accepted by society as right versus wrong can also be called \_\_\_\_\_.
- ethics
  - morals
  - behavioral science
  - theoretical balance
24. \_\_\_\_\_ planning is the systematic studying of an issue and the preparation of a written document to deal with the problem.
- Formal
  - Operational
  - Strategic
  - Long-term
25. What is one topic you should not bring up in the first stage of a job interview?
- Job skills
  - Salary and benefits
  - Education
  - Work experience
26. Which of the different degrees of competition below is defined as a form in which a few sellers dominate a market?
- Oligopoly
  - Monopoly
  - Perfect competition
  - Oligopic monopoly
27. \_\_\_\_\_ is a region within which trade restrictions are reduced or eliminated.
- Open Economy
  - Free Market
  - Embargoed Region
  - Free Trade Area
28. Which of the following is not a standard benefit?
- Insurance
  - Free housing
  - Retirement plan
  - Vacation time

29. Standards that define the organizations guiding values and, among other things, stresses shared accountability is \_\_\_\_\_.
- compliance based ethics
  - integrity based ethics
  - morally based ethics
  - internationally based ethics
30. Goods and services that are sold abroad are \_\_\_\_\_.
- imports
  - foreign Goods
  - exports
  - domestic Goods
31. There are four main resources of business, which is not one of the four:
- Human Resources
  - Financial Resources
  - Leisure Resources
  - Information Resources
32. The relationship of a nation's imports and exports is referred to as its \_\_\_\_\_.
- trade deficit
  - gross national product
  - internal balance of products
  - balance of trade
33. The point at which the total cost equals the total revenue is known as \_\_\_\_\_.
- break even point
  - equalized profit margin
  - equalized supply vs. demand point
  - fixed cost point
34. When members of the non-protected class feel they are rejected due to affirmative action laws and quotas they experience a feeling of \_\_\_\_\_.
- discrimination
  - unlawful hiring practices
  - reverse discrimination
  - conditional provisions
35. Those people who stand to gain or lose by the policies and activities of the organization are \_\_\_\_\_.
- stakeholders
  - suppliers
  - customers
  - bankers

36. \_\_\_\_\_ is data that shows how the economy is performing.
- Economic indicators
  - Break even analysis
  - Supply and demand
  - Price elasticity
37. After four hours of continuous work, a company must provide an employee with a \_\_\_\_\_. If an employee will work a shift of eight hours or more they must provide a \_\_\_\_\_.
- lunch/break
  - job rotation/lunch
  - break/lunch
  - first break/second break
38. The position in which an organization puts itself regarding social and political issues is often defined as its \_\_\_\_\_.
- corporate philanthropy
  - corporate responsibility
  - corporate policy
  - corporate image
39. The loss associated with the best opportunity that is passed up is \_\_\_\_\_.
- financial deficit
  - repossession
  - opportunity cost
  - monetary decline
40. According to Federal Regulation Guidelines, the standard rate for minimum wage is:
- \$7.50 per hour
  - \$7.15 per hour
  - \$7.00 per hour
  - \$7.25 per hour
41. Which of the different economic systems allows for very little incentive for its workers to put in extra effort and/or to provide goods of quality?
- Capitalism
  - Socialism
  - Communism
  - Mixed Economy
42. Owners of corporations have unlimited liability.
- True
  - False

43. Employees who are given the opportunity to learn their jobs by hands-on experience and real-world instruction obtain the benefits of \_\_\_\_\_.
- situational learning
  - on the job training
  - apprenticeship
  - industry workshops
44. The organization that was assigned the responsibility to mediate trade disputes internationally is \_\_\_\_\_.
- United Nations
  - International Trade Union
  - European Market
  - World Trade Organization
45. All of the following are examples of unions EXCEPT \_\_\_\_\_.
- Rotary Club
  - Teamsters
  - AFL-CIO
  - National Education Association
46. When training and job development are mixed with practical experience and formal education simultaneously this is \_\_\_\_\_.
- externship training
  - internship training
  - fellowcraft training
  - cooperative training
47. When an individual uses investment information not generally available to the public to better his/her position and/or finances s/he is said to be benefiting from \_\_\_\_\_.
- secrets
  - insider trading information
  - market speculation
  - stock tip information
48. Groups of workers who collectively bargain for rights such as higher wages and better working conditions are \_\_\_\_\_.
- lobbyists
  - picketers
  - co-workers
  - unions



49. What is the most important resource in any business?
- a. Information
  - b. Human
  - c. Material
  - d. Financial
50. Giving workers the responsibility and freedom to respond quickly to customer requests and to make decisions related to their work is called \_\_\_\_\_.
- a. empowerment
  - b. conservatism
  - c. liberalism
  - d. independence



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## KEY

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*TOTAL POINTS* \_\_\_\_\_(500)

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***Judges/Graders:***

Please double-check and verify all scores!

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**MULTIPLE CHOICE**

- |     |   |     |   |
|-----|---|-----|---|
| 1.  | B | 34. | C |
| 2.  | A | 35. | A |
| 3.  | B | 36. | A |
| 4.  | C | 37. | C |
| 5.  | C | 38. | C |
| 6.  | C | 39. | C |
| 7.  | D | 40. | D |
| 8.  | B | 41. | B |
| 9.  | A | 42. | B |
| 10. | B | 43. | B |
| 11. | C | 44. | D |
| 12. | B | 45. | A |
| 13. | B | 46. | D |
| 14. | A | 47. | B |
| 15. | B | 48. | D |
| 16. | A | 49. | B |
| 17. | B | 50. | A |
| 18. | D |     |   |
| 19. | C |     |   |
| 20. | C |     |   |
| 21. | A |     |   |
| 22. | B |     |   |
| 23. | A |     |   |
| 24. | A |     |   |
| 25. | B |     |   |
| 26. | A |     |   |
| 27. | D |     |   |
| 28. | B |     |   |
| 29. | B |     |   |
| 30. | C |     |   |
| 31. | C |     |   |
| 32. | D |     |   |
| 33. | A |     |   |