1. Seymour has just learned how to drive and must still think about his

actions in order to complete his tasks. Seymour’s thought process exemplifies

A. compilation.

B. automaticity.

C. strategic knowledge.

D. procedural knowledge.

2. Tina just completed writing training objectives for a training program

that she is working on. Which phase of the training model is Tina in?

A. Analysis phase

B. Design phase

C. Development phase

D. Implementation phase

3. Which of the following descriptions exemplifies an employee who deals

with routine technology?

A. Possesses a great deal of training and decision-making power

B. Possesses very little training and decision-making power

C. Deals with unexpected problems everyday

D. Finds solutions to problems that can be difficult and complicated

4. Most of the U.S. workforce is employed at companies

A. with an international focus.

B. listed on the New York Stock Exchange.

C. with fewer than 100 employees.

D.whose primary function is production.

5. The employees at Ronco Framing are supposed to have a completed truss

built in 12 hours. The employees are currently averaging 15 hours to complete

a truss. This time discrepancy is an example of a/an

A. performance gap.

B. actual organizational performance.

C. expected organizational performance.

D. instructional strategy.

6. Which of the following is an example of a proactive strategy?

A. Having employees attend a workplace safety training program after

they’ve been injured on the job

B. Training employees in the procedures of different departments so they

can fill in for sick employees if the need arises

C. Developing a material-handling training course required by a new

environmental-compliance law

D. Training all employees on sexual harassment after the company just lost

a large sexual harassment lawsuit

7. Jerry knows that if he works hard he will earn enough money to buy

food, clothing, and a house for himself. Which theory does Jerry’s mindset

illustrate?

A. Needs theory

B. Process theory

C. Reinforcement theory

D. Expectancy theory

8. Which of the following combinations of environmental stability and

environmental complexity creates high environmental uncertainty?

A. High stability, high complexity

B. Low stability, low complexity

C. High stability, low complexity

D. Low stability, high complexity

9. Zeke Electronics is applying for ISO9000 certification. The

implementation team just finished a project where they determined how well

their implemented changes worked. Which stage of certification is Zeke

Electronics in?

A. Pre-audit

B. Process mapping

C. Training

D. Post-audit

10. Which of the following is an example of a supervisor who works in a very

mechanistic organization?

A. Seeks and uses feedback from employees

B. Doesn’t set any strict rules for how work should be accomplished

C. Takes orders from his supervisor and dictates those orders to his

employees

D. Allows departments to collaborate on problems with other departments

11. Which of the following scenarios illustrates an existence need according

to ERG theory?

A. Adam constantly seeking the approval of his co-workers and supervisor

B. Adam running a marathon for fun

C. Adam eating lunch when he’s hungry in the afternoon

D. Adam getting married when he’s 25 years old

12. Which of the following companies would be considered a market leader?

A. A company that explores the world looking for more sources of oil

B. A company that mass produces the lowest-priced car on the market

C. A company that has lowered their manufacturing and distribution costs

due to increased efficiency

D. A company that sells inexpensive bicycles that break easily

13. Alyssa has exceeded her sales goals for the past 14 months. Because of

her high level of success, her supervisor has hired an assistant to take care of

Alyssa’s paperwork. Alyssa can now focus all of her time on selling and doesn’t

have to spend time working on the paperwork that she finds so annoying. This

is an example of

A. positive reinforcement.

B. negative reinforcement.

C. punishment.

D. extinction.

14. Karen is working on a training needs analysis for retail employees in her

organization. She just finished reviewing all of the employees’ performance

appraisals as a part of this project. This is an example of \_\_\_\_\_\_\_ analysis.

A. organizational

B. operational

C. person

D. performance

15. Cecilia is expected to take 20 calls per hour. She has consistently

averaged 17 calls per hour. What is her performance gap?

A. 6 calls per hour

B. 5 calls per hour

C. 4 calls per hour

D. 3 calls per hour

16. Elaine is performing an operational analysis, and she’s reading through

documents that give an overview of the basic duties for particular jobs. What is

Elaine reading?

A. Job descriptions

B. Job specifications

C. Performance standards

D. Job questionnaires

17. In which of the following instances would a transfer or termination be an

effective solution?

A. When there’s a performance gap that isn’t worth fixing

B. When there’s a performance gap that’s worth fixing that’s caused by a

KSA deficiency

C. When there’s a performance gap that’s worth fixing that’s caused by

inadequate feedback

D. When there’s a performance gap that’s worth fixing that’s caused by

obstacles in the system

18. Which of the following performance gaps would trigger a proactive

training needs analysis?

A. An employee who hasn’t received any safety training suffers an injury on

the job.

B. It has been determined that there are twice as many defects in the final

product than are expected.

C. A company that doesn’t offer any sexual harassment training gets sued

by one of the employees for sexual harassment.

D. A banking company is making plans to acquire an insurance company in

a year, and they don’t have any mangers that are qualified to run the

operation.

19. Through a training needs analysis, it was determined that Megatronics

doesn’t have enough employees to produce the number of units they need to

produce. What type of analysis was used to make this determination?

A. Organizational analysis

B. Operational analysis

C. Person analysis

D. Task-oriented

20. Which of the following is the least effective tool for a person analysis?

A. Proficiency test

B. Cognitive test

C. Performance appraisal

D. Behavioral test