

## 17 Multiple choice questions

---

1. a process of evaluating the performance of employees; it is usually conducted by an employee's supervisor
  - a. mentoring
  - b. transforming resources
  - c. 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. positioning
  - d. vision
  
3. people or communication skills; these skills involve managing and motivating people
  - a. 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. separation
  - c. vision
  - d. motivation
  
5. the picture of the future for the business
  - a. training
  - b. vision
  - c. motivation
  - d. positioning
  
6. educating an employee in the skills and processes of the job that the employee currently holds
  - a. training
  - b. mentoring
  - c. positioning
  - d. vision

7. the force that gives purpose and direction to behaviour
  - a. separation
  - b. positioning
  - c. motivation
  - d. vision
  
8. the creation of single items by either one worker or team of workers
  - a. separation
  - b. 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. 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. market segmentation
  
11. an employee is retrenched without wanting to be
  - a. management consultants
  - b. mentoring
  - c. positioning
  - d. 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. 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. 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. 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. selective channel distribution
  
16. assist other businesses and organisations to improve their performance by analysing existing problems
  - a. 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. mentoring
  - c. positioning
  - d. vision