

7. Human resource management (A Level)

Starter Quiz · 课前小测

A-Level Business

Name: _____ Score: _____

1. The span of control is:

- ☐ the number of subordinates a manager directly oversees
- ☐ the number of levels in the hierarchy
- ☐ the firm's total staff
- ☐ the chain of command

2. Delegation means:

- ☐ passing authority for a task to a subordinate
- ☐ removing a level of hierarchy
- ☐ centralising all decisions
- ☐ making staff redundant

3. Two-way communication is usually more effective because it:

- ☐ allows feedback from the receiver
- ☐ is always faster
- ☐ needs no listener
- ☐ avoids all barriers

4. A paternalistic leader:

- ☐ decides like a caring parent and explains choices
- ☐ lets staff decide everything
- ☐ never consults anyone and gives no reasons
- ☐ has no authority

5. Hard HRM treats employees primarily as:

- ☐ a resource to be used efficiently
- ☐ valued assets to develop
- ☐ shareholders
- ☐ customers

6. Which are barriers to communication? (Select all that apply.)

- ☐ too many levels of hierarchy
- ☐ jargon

- ☐ information overload
- ☐ clear, concise messages

Tick every correct option.

7. Theory Y assumes employees are motivated and seek responsibility.

- ☐ True ☐ False

8. Widening spans of control tends to make a structure flatter.

- ☐ True ☐ False

9. A manager who delegates a task remains accountable for the result.

- ☐ True ☐ False

10. Vertical communication flows up and down the hierarchy.

- ☐ True ☐ False

A-Level Business

1. **the number of subordinates a manager directly oversees**

Span of control = direct subordinates per manager.

2. **passing authority for a task to a subordinate**

Delegation passes authority down the hierarchy.

3. **allows feedback from the receiver**

Feedback confirms the message was understood.

4. **decides like a caring parent and explains choices**

Paternalistic leaders decide but explain, acting in staff's interests.

5. **a resource to be used efficiently**

Hard HRM views labour as a cost/resource.

6. **too many levels of hierarchy; jargon; information overload**

Clear messages help; the others are barriers.

7. **True**

Theory Y managers tend to delegate and empower.

8. **True**

Wider spans reduce the number of levels.

9. **True**

Authority can be delegated; accountability cannot.

10. **True**

Instructions flow down, feedback flows up.