

***Human Resource Management, 15e (Dessler)***  
**Chapter 16 Safety, Health, and Risk Management**

1) While accident rates are falling, in one recent year \_\_\_\_\_ U.S. workers died in workplace incidents.

- A) 2369
- B) 4405
- C) 6278
- D) 8100

Answer: B

Explanation: B) In one recent year, 4,405 U.S. workers died in workplace events, and workplace accidents caused about 3 million occupational injuries and illnesses.

Difficulty: Hard

Chapter: 16

Objective: 1

AACSB: Analytical Thinking

Learning Outcome: 16.1 Explain the supervisor's role in safety.

2) Which of the following is the supervisor's primary role in safety?

- A) conducting daily safety inspections of the workplace
- B) helping workers file claims for job-related injuries
- C) alerting top management to OSHA inspections
- D) setting health and safety standards for the firm

Answer: A

Explanation: A) Safety inspections should always be part of the supervisor's daily routine.

Conducting a daily walk-through of the workplace—whether it is a construction site or a dry cleaning facility—is an essential part of a supervisor's job.

Difficulty: Moderate

Chapter: 16

Objective: 1

AACSB: Analytical Thinking

Learning Outcome: 16.1 Explain the supervisor's role in safety.

3) All of the following are effective ways that employers reduce workers' compensation costs EXCEPT \_\_\_\_\_.

- A) enforcing safety policies
- B) communicating safety policies
- C) providing classroom training
- D) using appropriate safety equipment

Answer: C

Explanation: C) Employers can control workers' compensation costs before accidents by communicating and strictly enforcing safety policies. Classroom training is less likely to reduce workers' compensation costs.

Difficulty: Hard

Chapter: 16

Objective: 1

AACSB: Analytical Thinking

Learning Outcome: 16.1 Explain the supervisor's role in safety.

4) New computers emit chemical fumes, which are linked to sick building syndrome symptoms like headaches and runny noses.

Answer: TRUE

Explanation: New computers contribute to "sick building syndrome" symptoms like headaches and sniffles, which some experts blame on poor ventilation.

Difficulty: Moderate

Chapter: 16

Objective: 1

AACSB: Analytical Thinking

Learning Outcome: 16.1 Explain the supervisor's role in safety.

5) One of the primary duties of a supervisor in regards to workplace safety is to conduct a daily walk-through of a work site.

Answer: TRUE

Explanation: Safety inspections should always be part of the supervisor's daily routine. Conducting a daily walk-through of the workplace is an essential part of the job.

Difficulty: Moderate

Chapter: 16

Objective: 1

AACSB: Analytical Thinking

Learning Outcome: 16.1 Explain the supervisor's role in safety.

6) Which of the following best describes the primary purpose of the Occupational Safety and Health Administration?

- A) set and enforce the safety and health standards for almost all workers in the U.S.
- B) ensure that employees of state agencies have safe and healthy working conditions
- C) provide safe and healthy working conditions to all self-employed persons
- D) ensure that family farms provide healthy and safe working environments

Answer: A

Explanation: A) OSHA is the agency created within the Department of Labor to set safety and health standards for almost all workers in the United States. OSHA doesn't cover self-employed persons or farms in which only immediate members of the employer's family work. OSHA covers federal agencies, but usually not state and local governments.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

7) The Occupational Safety and Health Act was intended to \_\_\_\_\_.

- A) set national, state, and local safety and health standards
- B) assure every person safe and healthful working conditions
- C) provide safe and healthful working conditions to self-employed persons
- D) prevent the occurrence of occupational illnesses among public employees

Answer: B

Explanation: B) The Occupational Safety and Health Act was intended to "assure so far as possible every working man and woman in the nation safe and healthful working conditions and to preserve our human resources." The Occupational Safety and Health Act doesn't cover self-employed persons or farms in which only immediate members of the employer's family work. The act covers federal agencies, but usually not state and local governments.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

8) All of the following are covered by the Occupational Safety and Health Act EXCEPT \_\_\_\_\_.

- A) federal agents
- B) hospital nurses
- C) crane operators
- D) self-employed persons

Answer: D

Explanation: D) The Occupational Safety and Health Act doesn't cover self-employed persons or farms in which only immediate members of the employer's family work. The act covers federal agencies, but usually not state and local governments.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

9) Which government agency enforces the standards set out in the Occupational Safety and Health Act?

- A) Department of Health and Human Services
- B) Department of Agriculture
- C) Department of Commerce
- D) Department of Labor

Answer: D

Explanation: D) The Department of Labor enforces the standards established by the Occupational Safety and Health Act to ensure compliance.

Difficulty: Easy

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

10) Under OSHA, employers with \_\_\_\_\_ or more employees must maintain records of and report occupational injuries and occupational illnesses.

- A) 6
- B) 11
- C) 35
- D) 50

Answer: B

Explanation: B) The Department of Labor enforces the standards established by the Occupational Safety and Health Act. Under OSHA, employers with 11 or more employees must maintain records of and report certain occupational injuries and occupational illnesses.

Difficulty: Easy

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

11) What term is used to describe any abnormal condition or disorder caused by exposure to environmental factors associated with employment?

- A) on-the-job accident
- B) chronic condition
- C) occupational illness
- D) work-related disease

Answer: C

Explanation: C) An occupational illness is any abnormal condition or disorder caused by exposure to environmental factors associated with employment. This includes acute and chronic illnesses caused by inhalation, absorption, ingestion, or direct contact with toxic substances or harmful agents.

Difficulty: Easy

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

12) According to OSHA, employers must report occupational injuries that result in any of the following EXCEPT \_\_\_\_\_.

- A) first aid treatment
- B) loss of consciousness
- C) restriction of motion
- D) transfer to another job

Answer: A

Explanation: A) Employers must report most occupational injuries, specifically those that result in medical treatment (other than first aid), loss of consciousness, restriction of work (one or more lost workdays), restriction of motion, or transfer to another job.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

13) Which of the following would most likely NOT be considered a reportable injury according to OSHA?

- A) Mike breaks his arm while playing in a softball game during a mandatory company picnic.
- B) John sprains his ankle after becoming tangled in his car's seat belt in the company parking lot.
- C) Leah breaks her wrist after slipping in a puddle on a stairwell inside the company building.
- D) Tom injures his back during a traffic accident as he delivers lumber in a company truck.

Answer: B

Explanation: B) OSHA requires that employers report work related accidents. However, it allows the employer to conclude that the event needn't be reported if the facts so warrant—such as if a worker breaks an ankle after catching his foot on his car's seat belt when parked on the company lot. The other accidents are examples of recordable conditions.

Difficulty: Hard

Chapter: 16

Objective: 2

AACSB: Application of Knowledge

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

14) According to OSHA, which of the following would most likely be considered the highest priority?

- A) investigating the occurrence of a fatality
- B) inspecting a site where there may be imminent danger
- C) conducting random inspections and follow-up inspections
- D) conducting a special-emphasis inspection aimed at a high-hazard industry

Answer: B

Explanation: B) OSHA still makes extensive use of inspections. OSHA takes a "worst-first" approach in setting inspection priorities. Priorities include, from highest to lowest, imminent dangers, catastrophes and fatal accidents, employee complaints, high-hazard industries inspections, and follow-up inspections.

Difficulty: Hard

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

15) Which of the following would be considered OSHA's lowest priority for inspection?

- A) conducting a follow-up inspection
- B) investigating an employee complaint
- C) investigating the occurrence of a fatality
- D) performing a high-hazard industry inspection

Answer: A

Explanation: A) OSHA still makes extensive use of inspections. OSHA takes a "worst-first" approach in setting inspection priorities. Priorities include, from highest to lowest, imminent dangers, catastrophes and fatal accidents, employee complaints, high-hazard industries inspections, and follow-up inspections.

Difficulty: Hard

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

16) When a complaint indicates the possibility of imminent danger, OSHA conducts an inspection within \_\_\_\_\_.

- A) 12 hours
- B) 24 hours
- C) 3 days
- D) 20 days

Answer: B

Explanation: B) Under its priority system, OSHA conducts an inspection within 24 hours when a complaint indicates an immediate danger, and within 3 working days when a serious hazard exists. For a "nonserious" complaint filed in writing by a worker or a union, OSHA will respond within 20 working days.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

17) Which of the following is LEAST likely to be considered when OSHA calculates a penalty?

- A) business size
- B) compliance history
- C) gravity of violation
- D) legal representation

Answer: D

Explanation: D) In general, OSHA calculates penalties based on the gravity of the violation and usually takes into consideration factors like the size of the business, the firm's compliance history, and the employer's good faith. Legal representation for the employer is less likely to be a factor.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

18) According to the Occupational Safety and Health Act, employers are responsible for \_\_\_\_\_.

- A) transferring workers who are cited for OSHA violations
- B) examining workplace conditions for OSHA compliance
- C) scheduling annual consultations with OSHA representatives
- D) replacing old equipment on an annual basis to comply with OSHA

Answer: B

Explanation: B) Employers are responsible for providing "a workplace free from recognized hazards."

Difficulty: Hard

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

19) OSHA's standards are vague, which has made them difficult to enforce.

Answer: FALSE

Explanation: OSHA's standards are very complete and cover in detail just about every conceivable hazard.

Difficulty: Easy

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.



20) An occupational illness is any abnormal condition or disorder caused by exposure to environmental factors associated with employment.

Answer: TRUE

Explanation: An occupational illness is any abnormal condition or disorder caused by exposure to environmental factors associated with employment. This includes acute and chronic illnesses caused by inhalation, absorption, ingestion, or direct contact with toxic substances or harmful agents.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

21) Matthew, an electrician at Carver Industries, cut his hand while splicing wires. Matthew received first aid treatment before returning to work. Carver Industries is required by OSHA to report Matthew's injury.

Answer: FALSE

Explanation: Employers must report most occupational injuries, specifically those that result in medical treatment, loss of consciousness, restriction of work (one or more lost workdays), restriction of motion, or transfer to another job. However, if first aid is the only treatment, then the injury does not need to be reported.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Application of Knowledge

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

22) OSHA insists that occupational injuries be recorded, including ankle sprains that occur during voluntary participation in a company softball game.

Answer: TRUE

Explanation: OSHA's record-keeping requirements are fairly broad. An ankle sprain that occurs during voluntary participation in a company softball game would need to be reported.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

23) Investigating employee complaints of alleged violation standards is considered the highest priority for OSHA.

Answer: FALSE

Explanation: OSHA inspection priorities include, from highest to lowest, imminent dangers, catastrophes and fatal accidents, employee complaints, high-hazard industries inspections, and follow-up inspections.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

24) Scaffolding, fall protection, hazard communication, electrical disengagement, and respiratory problems are the most frequent OSHA inspection violation categories.

Answer: TRUE

Explanation: OSHA inspectors look for all types of violations, but some potential problem areas—such as scaffolding and fall protection—grab more of their attention. The five most frequent OSHA inspection violation areas are scaffolding, fall protection, hazard communication, lockout/tagout (electrical disengagement), and respiratory problems.

Difficulty: Moderate

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

25) Despite many managerial warnings, William refuses to wear a hard hat when working as an electrician for Paulson Homes. William cuts his head when he falls from scaffolding that has not been properly secured. Paulson Homes will most likely not be held liable for William's injury.

Answer: FALSE

Explanation: Although employees have a responsibility to comply with OSHA standards, they often resist; the employer usually remains liable for any penalties. William's refusal to wear a hard hat does not mean Paulson Home is not liable for his injury, especially since the scaffolding was unsafe.

Difficulty: Hard

Chapter: 16

Objective: 2

AACSB: Application of Knowledge

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

26) Positive reinforcement programs identify the worker behaviors that lead to accidents and then train workers to avoid these behaviors.

Answer: FALSE

Explanation: Positive reinforcement programs provide workers with continuing positive feedback, usually in the form of graphical performance reports and supervisory support, to shape the workers' safety-related behavior.

Difficulty: Moderate

Chapter: 16

Objective: 5

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

27) What is OSHA and how does it help protect workers?

Answer: The Occupational Safety and Health Administration (OSHA) was created to protect workers and minimize workplace accidents. OSHA's basic purpose is to administer the Occupational Safety and Health Act of 1970 and to set and enforce the safety and health standards that apply to almost all workers in the United States. The Department of Labor enforces the standards, and OSHA has inspectors working out of branch offices to ensure compliance. Under OSHA, employers with 11 or more employees must maintain records of and report certain occupational injuries and occupational illnesses.

OSHA enforces its standards through inspections and (if necessary) citations. The inspection is usually unannounced. OSHA may not conduct warrantless inspections without an employer's consent. It may inspect with an authorized search warrant or its equivalent.

OSHA takes a "worst-first" approach in setting inspection priorities. Priorities include, from highest to lowest, imminent dangers, catastrophes and fatal accidents, employee complaints, high-hazard industries inspections, and follow-up inspections. In one recent year, OSHA conducted about 40,600 inspections, and accepted more than 3,000 whistle-blower cases.

Difficulty: Hard

Chapter: 16

Objective: 2

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

28) What types of unsafe conditions are the primary focus of OSHA standards? How does OSHA enforce its standards?

Answer: Unsafe conditions are a main cause of accidents. They include things like:

- Improperly guarded equipment
- Defective equipment
- Hazardous procedures in, on, or around machines or equipment
- Unsafe storage—congestion, overloading
- Improper illumination—glare, insufficient light
- Improper ventilation—insufficient air change, impure air source

The solution here is to identify and eliminate the unsafe conditions. The main aim of the OSHA standards is to address these mechanical and physical accident-causing conditions. OSHA enforces its standards through inspections and (if necessary) citations. The inspection is usually unannounced. OSHA may not conduct warrantless inspections without an employer's consent. However, it may inspect after acquiring an authorized search warrant or its equivalent. With a limited number of inspectors, OSHA recently has focused on "fair and effective enforcement," combined with outreach, education and compliance assistance, and various OSHA-employer cooperative programs.

Difficulty: Hard

Chapter: 16

Objective: 2, 3

AACSB: Analytical Thinking

Learning Outcome: 16.2 Explain the basic facts about safety law and OSHA.

29) What is the primary cause of workplace accidents?

- A) chance occurrences
- B) unsafe conditions
- C) unsafe employee behavior
- D) insufficient safety training

Answer: B

Explanation: B) Unsafe conditions are the main cause of workplace accidents. Chance occurrences are a less significant cause of workplace accidents.

Difficulty: Moderate

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

30) Improperly guarded equipment, defective equipment, hazardous procedures, and improper ventilation are all examples of \_\_\_\_\_.

- A) chance occurrences
- B) unsafe conditions
- C) unsafe employee behavior
- D) normal occupational hazards

Answer: B

Explanation: B) Unsafe conditions refer to any mechanical and physical conditions that cause accidents, such as defective equipment and improper ventilation.

Difficulty: Moderate

Chapter: 16

Objective: 3

AACSB: Application of Knowledge

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

31) Which of the following accounts for one-third of all industrial accidents?

- A) forklifts and wheelbarrows
- B) woodworking machines
- C) pulleys and flywheels
- D) ladders and scaffolds

Answer: A

Explanation: A) About one-third of industrial accidents occur around forklift trucks, wheelbarrows, and other handling and lifting areas. The most serious accidents usually occur by metal and woodworking machines and saws, or around transmission machinery like gears, pulleys, and flywheels. Falls on stairs, ladders, walkways, and scaffolds are the third most common cause of industrial accidents.

Difficulty: Moderate

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

32) Which of the following factors is LEAST likely to contribute to accidents at work?

- A) unsafe conditions
- B) nature of the work
- C) day of the week
- D) time of day

Answer: C

Explanation: C) Work conditions and the tasks of the job contribute to work accidents. More accidents occur during night shifts, so time of day matters due to worker fatigue. However, the day of the week is less likely to make a difference.

Difficulty: Moderate

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

33) All of the following personality traits are associated with people who file vehicular insurance claims EXCEPT \_\_\_\_\_.

- A) impatience
- B) entitlement
- C) clumsiness
- D) aggressiveness

Answer: C

Explanation: C) Personality traits that correlate with filing vehicular insurance claims include entitlement, impatience, aggressiveness, and distractibility. Being uncoordinated has not been correlated to poor driving.

Difficulty: Moderate

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

34) Woodworking machines, flywheels, and saws cause the most serious workplace injuries.

Answer: TRUE

Explanation: The most serious accidents usually occur by metal and woodworking machines and saws, or around transmission machinery like gears, pulleys, and flywheels.

Difficulty: Easy

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

35) Workplace accidents occur more often during night shifts than during daytime shifts.

Answer: TRUE

Explanation: Accident rates usually don't increase too noticeably during the first 5 or 6 hours of the workday. But after that, the accident rate increases faster. This is due partly to fatigue and partly to the fact that accidents occur more often during night shifts.

Difficulty: Easy

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

36) People who are impulsive and highly extroverted tend to be accident prone.

Answer: TRUE

Explanation: There is growing evidence that people with specific traits may indeed be accident prone. For example, people who are impulsive, sensation seeking, extremely extroverted, and less conscientious are more likely to have accidents.

Difficulty: Easy

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

37) Comfort, fit, durability, and convenience are primary concerns regarding personal protective equipment.

Answer: TRUE

Explanation: Getting employees to wear personal protective equipment (PPE) is a famously difficult chore. Wearability, reliable protection, fit, comfort, and convenience are likely to improve the use of PPE.

Difficulty: Easy

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

38) The fatality rate of young workers is nearly three times that of older, more experienced workers.

Answer: FALSE

Explanation: Employers should make special provisions to assist older workers like reducing heavy lifting and boosting lighting levels. The fatality rate for older workers is about three times that of younger workers.

Difficulty: Moderate

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

39) Many employers today are banning mandatory overtime due to the increased likelihood of a workplace accident caused by employee fatigue.

Answer: TRUE

Explanation: In part due to reduced headcount and more people with second jobs, employee fatigue is a growing problem today. Many employers are therefore taking steps to reduce employee fatigue, such as banning mandatory overtime.

Difficulty: Moderate

Chapter: 16

Objective: 3

AACSB: Analytical Thinking

Learning Outcome: 16.3 Answer the question, "What causes accidents?"

40) All of the following are effective methods of improving workplace safety EXCEPT \_\_\_\_\_.

- A) analyzing accident rates
- B) publicizing an organization's safety policy
- C) showing an organizational commitment to safety
- D) setting unreasonable but challenging safety goals

Answer: D

Explanation: D) Safety goals should be achievable and specific. Analyzing accident rates, publishing the firm's safety policy, and showing an organizational commitment to safety are effective methods of improving safety.

Difficulty: Moderate

Chapter: 16

Objective: 1

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

41) Which of the following is NOT a method of minimizing workplace accidents?

- A) reducing unsafe conditions
- B) reducing unsafe acts
- C) screening employees
- D) paying better wages

Answer: D

Explanation: D) Reducing unsafe conditions is always the first line of defense. Reducing unsafe acts—by emphasizing safety and through screening, training, or incentive programs, for example—is the second basic way to reduce accidents. Paying better wages is less likely to affect accidents.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

42) Supervisors can reduce unsafe acts in all of the following ways EXCEPT by \_\_\_\_\_.

- A) listening to employee suggestions
- B) identifying employee interests and preferences
- C) involving workers in planning safety programs
- D) providing workers with comfortable protective equipment

Answer: B

Explanation: B) Listening to employee suggestions and involving them in the safety program can minimize accidents. Providing PPE that is comfortable and reliable encourages workers to use it. Although screening employees is important, identifying their interests and preferences is less likely to reduce unsafe acts.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.



43) In most large facilities, who is responsible for reducing unsafe working conditions and reducing unsafe acts by employees?

- A) chief safety officer
- B) OSHA representative
- C) HR supervisor
- D) line manager

Answer: A

Explanation: A) In large facilities, the chief safety officer (often called the "Environmental Health and Safety Officer") is responsible for reducing unsafe acts and unsafe conditions. In smaller firms, managers, including those from human resources, plant management, and first-line managers, share these responsibilities.

Difficulty: Easy

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

44) All of the following are considered vulnerable workers EXCEPT \_\_\_\_\_.

- A) young workers
- B) male workers
- C) immigrant workers
- D) aging workers

Answer: B

Explanation: B) In designing safe and healthy environments, employers need to pay special attention to vulnerable workers, those who are "unprepared to deal with hazards in the workplace," either due to lack of education, ill-fitting personal protective equipment, physical limitations, or cultural reasons. Among others, these may include young workers, immigrant workers, aging workers, and women workers.

Difficulty: Easy

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

45) Which of the following should be the first method used to reduce workplace accidents?

- A) enforcing job rotation
- B) screening job applicants
- C) removing physical hazards
- D) requiring employees to use PPE

Answer: C

Explanation: C) Reducing unsafe conditions by removing physical hazards is always the first line of defense against accidents. Then use administrative controls (such as job rotation to reduce long-term exposure to the hazard). Only then, turn to PPE. Reducing unsafe acts—by emphasizing safety and through screening, training, or incentive programs, for example—is the second basic way to reduce accidents.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

46) Thermo is a plastic supply and custom fabrication company. Thermo serves clients in the medical, solar, and semiconductor industries by making acrylic and polycarbonate sheets, tubes, and rods. The company employs approximately 500 workers at its facility in Ohio. Safety is a top priority at Thermo, and supervisors are required to conduct daily inspections of all equipment. Recently, three workers were seriously injured by a large press used to mold plastic parts. The workers spent time in the hospital for hand injuries, and they are currently recuperating at home. As a result, top management is evaluating all aspects of safety at the facility to determine what changes need to be made.

Which of the following, if true, supports the argument that Thermo needs to modify its screening, placement, and training procedures?

- A) Interviews with the on-duty supervisor indicate that signs were clearly posted near the accident site explaining the importance of using protective guards.
- B) Supervisors use a combination of recognition and monetary incentives to encourage employees to follow safety procedures.
- C) Interviews with the injured workers indicate that the most experienced worker removed the safety guard and the other two workers did not know how to respond.
- D) Noise emitted from the press and the heat in the Thermo facility is considered distracting and potentially dangerous.

Answer: C

Explanation: C) Behavioral interview questions during the screening process might have revealed the tendencies of the workers. For example, a question like, "What would you do if you saw another employee working in an unsafe way?" might have revealed personality characteristics of each worker. The most experienced worker disregarded safety, and the other two lacked the confidence or knowledge to counter the decision.

Difficulty: Hard

Chapter: 16

Objective: 4

AACSB: Application of Knowledge

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

47) Thermo is a plastic supply and custom fabrication company. Thermo serves clients in the medical, solar, and semiconductor industries by making acrylic and polycarbonate sheets, tubes, and rods. The company employs approximately 500 workers at its facility in Ohio. Safety is a top priority at Thermo, and supervisors are required to conduct daily inspections of all equipment. Recently, three workers were seriously injured by a large press used to mold plastic parts. The workers spent time in the hospital for hand injuries, and they are currently recuperating at home. As a result, top management is evaluating all aspects of safety at the facility to determine what changes need to be made.

Which of the following questions is LEAST relevant to Thermo's decision to minimize unsafe acts at the facility?

A) Have Thermo managers trained employees in the use of the company's mechanical security system?

B) How are employee safety suggestions and complaints currently handled by Thermo managers?

C) How are Thermo employees rewarded or praised for adhering to safety rules and procedures?

D) What is the current level of employee involvement in designing Thermo's safety program?

Answer: A

Explanation: A) Mechanical security systems are not directly relevant to minimizing unsafe acts by employees on the job. Mechanical security systems, such as access control systems and video surveillance equipment, relate to managing crime at a facility rather than accidents.

Difficulty: Hard

Chapter: 16

Objective: 4

AACSB: Application of Knowledge

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

48) How do managers reduce unsafe acts through selection?

A) identify traits linked to job accidents and screen candidates for such traits

B) train employees on the safe and proper use of equipment and tools

C) rotate employees through different positions within the company

D) offer monetary incentives to employee teams with low accident rates

Answer: A

Explanation: A) Proper employee screening and placement reduces unsafe acts. Here, the employer's aim is to identify the traits that might predict accidents on the job in question and then screen candidates for this trait.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Application of Knowledge

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

49) OSHA standards on respiratory protection require that employees \_\_\_\_\_.

- A) recognize and repair faulty respiratory equipment
- B) receive eight hours of training in respiratory safety standards
- C) demonstrate how to inspect, put on, and remove respirator seals
- D) pass a written exam on safety inspections of respiratory equipment

Answer: C

Explanation: C) OSHA's standards require more than training. Employers must demonstrate that employees actually learned what to do. For example, OSHA's respiratory standard requires that each employee be able to demonstrate how to inspect, put on, and remove respirator seals.

Difficulty: Hard

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

50) A safety program that identifies employee conduct that contributes to accidents and then trains workers to avoid such conduct is known as a(n) \_\_\_\_\_ program.

- A) strategic safety
- B) behavior-based safety
- C) positive reinforcement safety
- D) employee participation-based safety

Answer: B

Explanation: B) Behavior-based safety means identifying the worker behaviors that contribute to accidents and then training workers to avoid these behaviors.

Difficulty: Easy

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

51) Thermo is a plastic supply and custom fabrication company. Thermo serves clients in the medical, solar, and semiconductor industries by making acrylic and polycarbonate sheets, tubes, and rods. The company employs approximately 500 workers at its facility in Ohio. Safety is a top priority at Thermo, and supervisors are required to conduct daily inspections of all equipment. Recently, three workers were seriously injured by a large press used to mold plastic parts. The workers spent time in the hospital for hand injuries, and they are currently recuperating at home. As a result, top management is evaluating all aspects of safety at the facility to determine what changes need to be made.

Which of the following, if true, best supports the argument that Thermo supervisors need additional training in OSHA standards?

- A) The three workers were working overtime during an evening shift at Thermo, and only one of them had extensive experience using the press.
- B) The safety gate had been removed from the press to bypass a safety interlock, and the gate was not replaced prior to the three workers using the machine during their morning shift at Thermo.
- C) Thermo conducts air sampling on a weekly basis as part of its industrial hygiene program, and the firm has never been cited for poor air quality.
- D) All three of the injured workers had worked at Thermo for over thirty years and were nearing retirement age prior to the accident.

Answer: B

Explanation: B) A supervisor's primary duty is to inspect a facility for safety, which includes inspecting equipment. The paragraph indicates that supervisors check equipment each day, but apparently the three workers' supervisor was not knowledgeable enough to realize there was a hazard present with the press. Therefore, supervisors would benefit from additional training in OSHA standards.

Difficulty: Hard

Chapter: 16

Objective: 4

AACSB: Application of Knowledge

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

52) Thermo is a plastic supply and custom fabrication company. Thermo serves clients in the medical, solar, and semiconductor industries by making acrylic and polycarbonate sheets, tubes, and rods. The company employs approximately 500 workers at its facility in Ohio. Safety is a top priority at Thermo, and supervisors are required to conduct daily inspections of all equipment. Recently, three workers were seriously injured by a large press used to mold plastic parts. The workers spent time in the hospital for hand injuries, and they are currently recuperating at home. As a result, top management is evaluating all aspects of safety at the facility to determine what changes need to be made.

Which of the following, if true, best supports the argument that Thermo needs to implement a positive reinforcement program?

- A) Each of the injured workers was given a job simulation test prior to selection and placement.
- B) The injured workers removed a safety guard while operating the press to speed the process.
- C) The accident reporting rate at Thermo is lower than that of comparable businesses in the area.
- D) One of the injured workers was on probation with Thermo for starting a fight with a co-worker.

Answer: B

Explanation: B) A positive reinforcement program provides positive feedback to workers who focus on safety. The workers in this case ignored safety by removing a safety guard in order to work more quickly, and a positive reinforcement program would likely discourage such hazardous actions.

Difficulty: Hard

Chapter: 16

Objective: 4

AACSB: Application of Knowledge

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

53) Which term refers to systematically identifying and eliminating workplace dangers by focusing on the relationship between the worker, the task, the tools, and the work environment?

- A) occupational safety program
- B) job hazard analysis
- C) operational safety review
- D) risk management

Answer: B

Explanation: B) Job hazard analysis involves a systematic approach to identifying and eliminating such hazards before they occur. According to OSHA, job hazard analysis "focuses on the relationship between the worker, the task, the tools, and the work environment," and ends by reducing the potential risks to acceptable levels.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

54) The HR manager at Thompson Industries has been given the task of reducing the number of unsafe acts and creating a supportive environment. Which of the following would be LEAST effective?

- A) conducting an organizational safety review
- B) providing leadership training to managers
- C) stressing the importance of teamwork
- D) promoting the value of safety

Answer: A

Explanation: A) An organizational safety review is typically conducted by agencies to determine if employers are in compliance with safety regulations and is not necessarily a key method.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Application of Knowledge

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

55) When an agency checks to see if units under their jurisdiction are following safety laws and rules, that is known as a(n):

- A) job hazard analysis
- B) citation
- C) operational safety review
- D) safety awareness program

Answer: C

Explanation: C) Operational safety reviews (or safety operations reviews) are conducted by agencies to ascertain whether units under their jurisdiction are complying with all the applicable safety laws, regulations, orders, and rules.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

56) According to research, which of the following is an increasing cause of motor vehicle crashes that contribute to 24% of motor vehicle crashes per year?

- A) alcohol abuse
- B) hazardous roads
- C) cell phone usage
- D) improper driver training

Answer: C

Explanation: C) Studies indicate that cell phone activity probably contributes to over 24% motor vehicle crashes per year. Many businesses are therefore banning cell phone use while driving.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

57) Which of the following is conducted by an agency to determine if a work site is in compliance with safety laws and regulations?

- A) security plan
- B) workplace review
- C) job hazard analysis
- D) operational safety review

Answer: D

Explanation: D) Operational safety reviews (or safety operations reviews) are conducted by agencies to ascertain whether units under their jurisdiction are complying with all the applicable safety laws, regulations, orders, and rules.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

58) Safety awareness programs involve trained supervisors orienting new workers regarding common safety hazards and simple prevention methods in the workplace.

Answer: TRUE

Explanation: Safety awareness programs mean trained supervisors orienting new workers arriving at a job site regarding common safety hazards and simple prevention methods.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.



59) OSHA advocates safety incentive programs because they drastically reduce the number of workplace injuries and illnesses.

Answer: FALSE

Explanation: OSHA has argued that safety incentive programs don't cut down on actual injuries or illnesses, but only on injury and illness reporting.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

60) An operational safety review involves systematically identifying and eliminating dangers in the workplace before accidents occur and reducing risks to acceptable levels.

Answer: FALSE

Explanation: Operational safety reviews (or safety operations reviews) are conducted by agencies to ascertain whether units under their jurisdiction are complying with all the applicable safety laws, regulations, orders, and rules. Job hazard analysis involves a systematic approach to identifying and eliminating workplace hazards before accidents occur. Job hazard analysis focuses on the relationship between the worker, the task, the tools, and the work environment and ends by reducing the potential risks to acceptable levels.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Reflective Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

61) What is the supervisor's role in workplace safety? What actions can supervisors take to reduce the number of unsafe acts by subordinates?

Answer: The supervisor is responsible for the day-to-day inspections. Safety inspections should always be part of the supervisor's daily routine. In order to reduce unsafe acts by subordinates, supervisors can take additional actions. Some possible actions include 1) emphasizing the commitment of top management to safety, 2) establishing a safety policy, 3) reducing unsafe acts through selection, 4) providing safety training, 5) using posters, 6) using positive reinforcement, 7) using behavior-based safety programs, 8) encouraging worker participation, and 9) conducting safety and health inspections regularly.

Difficulty: Hard

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

62) Discuss what a job hazard analysis is and how it can be conducted.

Answer: Job hazard analysis involves a systematic approach to identifying and eliminating such hazards before they cause accidents. According to OSHA, job hazard analysis "focuses on the relationship between the worker, the task, the tools, and the work environment," and ends by reducing the potential risks to acceptable levels.

Consider a safety analyst looking at the Yale science lab, with the aim of identifying potential hazards. Performing a job hazard analysis here might involve looking at the situation and asking these questions:

What can go wrong? A student's hair or clothing could become caught in the lathe, a rotating object that "catches" it and pulls it into the machine.

What are the consequences? The student could receive a severe injury as his or her body part or hair is caught and drawn into the spinning lathe.

How could it happen? The accident could happen as a result of the student leaning too close to the lathe while working at the bench, or walking too close to the lathe, or bending to reach for an article that fell close to the lathe.

What are other contributing factors? Speed is one contributing factor. The problem would occur so quickly that the student would be unable to take evasive action once the lathe ensnared the hair.

Difficulty: Moderate

Chapter: 16

Objective: 4

AACSB: Analytical Thinking

Learning Outcome: 16.4 List and explain five ways to prevent accidents at work.

63) Workplace security plans should address all the following EXCEPT \_\_\_\_\_.

A) making security functions more informal

B) protecting intellectual property

C) installing facility security systems

D) developing crisis management plans

Answer: A

Explanation: A) Workplace security plans should address tasks such as establishing a formal security function, protecting the firm's intellectual property, developing crisis management plans, establishing theft and fraud prevention procedures, preventing workplace violence, and installing facility security systems.

Difficulty: Hard

Chapter: 16

Objective: 6

AACSB: Reflective Thinking

Learning Outcome: 16.5 Describe how one company uses employee engagement to improve workplace safety.

64) Toyota uses cadmium pigments in the paint for its cars. At the Toyota plant, air samples are frequently taken as a precautionary measure to ensure that employees are not exposed to levels outside the OSHA safety standards. Which of the following best describes this situation?

- A) job simulation tests
- B) unsafe conditions
- C) industrial hygiene
- D) screening

Answer: C

Explanation: C) Managing exposure hazards like airborne cadmium pigments comes under the area of industrial hygiene and involves recognition, evaluation, and control. Screening refers to evaluating worker traits. If Toyota did not take air samples, the conditions might become unsafe.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Application of Knowledge

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

65) Which of the following is a major source of occupational respiratory disease?

- A) dust
- B) mold
- C) fertilizer
- D) asbestos

Answer: D

Explanation: D) Asbestos is a major source of occupational respiratory disease. Efforts are still under way to rid old buildings of the substance.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

66) OSHA standards list exposure limits for about how many chemicals?

- A) 50
- B) 200
- C) 600
- D) 1200

Answer: C

Explanation: C) OSHA standards list exposure limits for about 600 chemicals.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

67) If your employees are traveling to and from international destinations, which of the following is the most appropriate option for preventing the entry or spread of an infectious disease?

- A) dismissing the workers from their positions
- B) denying workers facility access for ten days
- C) sending workers to a nearby hospital
- D) offering workers a light-work option

Answer: B

Explanation: B) Denying access to your facility for ten days to employees or visitors returning from affected areas, particularly those who have had contact with suspected infected individuals, is the best way to ensure that an infectious disease is not spread.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Application of Knowledge

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

68) All of the following recommendations are suggested for companies seeking to minimize the entry or spread of infectious diseases EXCEPT \_\_\_\_\_.

- A) staggering lunch breaks
- B) administering drug tests frequently
- C) making hand sanitizers easily available
- D) cleaning work areas regularly and often

Answer: B

Explanation: B) Conducting drug tests will not reduce the spread of disease. However, staggering lunch breaks to reduce overcrowding, monitoring travel alerts, cleaning often, and encouraging hand washing will reduce potential diseases from spreading or entering.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

69) What percent of the US workforce has been impaired on the job (due to alcohol or illegal drugs) at least once during the previous year?

- A) Eight
- B) Fifteen
- C) Twenty-seven
- D) Forty-three

Answer: B

Explanation: B) Alcoholism and substance abuse are problems at work. About 15% of the U.S. workforce (just over 19 million workers) "has either been hung over at work, been drinking shortly before showing up to work, or been drinking or impaired while on the job at least once during the previous year."

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

70) Which of the following is one of the earliest indicators of an employee's possible alcoholism?

- A) mood swings
- B) forgetfulness
- C) missed deadlines
- D) personal neglect

Answer: C

Explanation: C) Missed deadlines are an early sign of possible alcoholism. Mood swings, forgetfulness, and personal neglect may occur in more advanced stages of alcoholism.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

71) Centerline Communications wants to reduce the number of workplace accidents associated with employee substance abuse. Which of the following would be the most effective method to accomplish this goal?

- A) preemployment drug testing
- B) preemployment psychological screening
- C) a combination of random ongoing drug testing with psychological evaluations
- D) a combination of preemployment drug testing and random ongoing drug testing

Answer: D

Explanation: D) A combination of preemployment and random ongoing testing was associated with a significant reduction in workplace accidents. Studies have shown a less significant reduction in workplace accidents when only one or the other is used.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Application of Knowledge

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

72) Which of the following is NOT one of the primary methods of dealing with a current employee who tests positive for illegal drugs?

- A) arrest
- B) discipline
- C) in-house counseling
- D) referral to outside counseling

Answer: A

Explanation: A) When a current employee tests positive for drugs, disciplining, discharge, in-house counseling, and referral to an outside agency are the four traditional prescriptions. Arrest is unlikely in most cases.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

73) All of the following are symptoms of employees in advanced stages of alcoholism EXCEPT \_\_\_\_\_.

- A) drinking on the job
- B) walking with an unsteady gait
- C) delegating job responsibilities
- D) showing incompetent job performance

Answer: C

Explanation: C) Delegating job responsibilities is not characteristic of advanced alcoholism. However, drinking on the job, walking unsteadily, falling, and performing with incompetence are clear signs.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

74) Lisa, a supervisor at a manufacturing facility, suspects that one of her subordinates may be under the influence of drugs or alcohol. Which of the following actions should Lisa take?

- A) Lisa should contact the worker's spouse for advice.
- B) Lisa should contact the police and a security guard.
- C) Lisa should observe the worker for signs of impairment.
- D) Lisa should ignore the matter because it is a personal issue.

Answer: C

Explanation: C) If an employee appears to be under the influence of drugs or alcohol, ask how the employee feels and look for signs of impairment such as slurred speech. Ignoring the problem is not an option due to safety issues.

Difficulty: Hard

Chapter: 16

Objective: 6

AACSB: Application of Knowledge

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

75) In some cases, employees accused of alcoholism or drug abuse have retaliated by suing the employer for all of the following EXCEPT \_\_\_\_\_.

- A) wrongful discharge
- B) OSHA violations
- C) illegal search
- D) defamation

Answer: B

Explanation: B) Employees have sued for invasion of privacy, wrongful discharge, defamation, and illegal searches. An employee would not be able to sue for OSHA violations if accused of substance abuse.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

76) Which of the following is a personal factor that can lead to stress?

- A) poor supervision
- B) pace of work
- C) divorce
- D) job security

Answer: C

Explanation: C) A variety of workplace factors can lead to stress, such as work schedule, pace of work, job security, poor supervision, and the number and nature of customers or clients. Personal factors also influence stress. For example, Type A personalities normally place themselves under greater stress. Also, nonjob problems like divorce can lead to stress.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

77) David is experiencing significant levels of job stress in his position as vice president of marketing. Which of the following is LEAST likely to be a consequence of David's stress?

- A) headaches
- B) cancer
- C) depression
- D) heart disease

Answer: B

Explanation: B) Job stress has serious consequences for both employer and employee. The human consequences include anxiety, depression, anger, cardiovascular disease, and headaches. Connections have not been made between stress and the incidence of cancer.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Application of Knowledge

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.



78) Which of the following will most likely increase as a result of employees experiencing significant job stress?

- A) retirements
- B) punctuality
- C) health care costs
- D) work quality

Answer: C

Explanation: C) For the employer, consequences of employee stress include diminished quantity and quality of performance, and increased absenteeism and turnover. A study of 46,000 employees concluded that high-stress workers' health care costs were 46% higher than those of their less-stressed co-workers.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

79) Employees who wish to lower their job stress will most likely benefit from doing all of the following activities EXCEPT \_\_\_\_\_.

- A) making a list of problems and possible solutions
- B) putting off dealing with distasteful problems
- C) requesting realistic project deadlines
- D) limiting interruptions

Answer: B

Explanation: B) Putting off distasteful problems can increase stress, so they should be dealt with swiftly. Making "worry lists," negotiating deadlines, and limiting interruptions can reduce stress.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

80) Research estimates that health care costs are \_\_\_\_\_ higher for highly stressed workers than for workers who experience low amounts of stress.

- A) 10%
- B) 25%
- C) 46%
- D) 75%

Answer: C

Explanation: C) A study of 46,000 employees concluded that high-stress workers' health care costs were 46% higher than those of their less-stressed co-workers.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

81) \_\_\_\_\_ is defined as the total depletion of physical and mental resources caused by excessive striving to reach an unrealistic work-related goal.

- A) Depression
- B) Job stress
- C) Anxiety
- D) Burnout

Answer: D

Explanation: D) Burnout is a phenomenon closely associated with job stress. Experts define burnout as the total depletion of physical and mental resources caused by excessive striving to reach an unrealistic work-related goal.

Difficulty: Easy

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

82) As an HR manager, you need to be aware of the symptoms of burnout among employees. Which of the following is most likely NOT a sign of employee burnout?

- A) irritability
- B) absenteeism
- C) entrapment
- D) resentment

Answer: B

Explanation: B) Burnout builds gradually, manifesting itself in symptoms such as irritability, discouragement, exhaustion, cynicism, entrapment, and resentment. Absenteeism is not necessarily a sign of burnout, although taking time off from work would be beneficial.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

83) Experts suggest that burnout can most effectively be reduced by \_\_\_\_\_.

- A) telecommuting
- B) taking long vacations
- C) changing careers
- D) reassessing goals

Answer: D

Explanation: D) Reassessing goals, meditating, and exercising are ways that people can reduce burnout. Studies have shown that long vacations are not necessarily beneficial and that mini vacations during the day are more useful.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

84) Employee depression results in as many as \_\_\_\_\_ total lost workdays in the United States each year.

- A) 5 million
- B) 16 million
- C) 43 million
- D) 68 million

Answer: D

Explanation: D) Experts estimate that depression results in about 68 million lost workdays in the United States annually and may cost U.S. businesses \$23 billion or more per year just in absenteeism and lost productivity.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

85) All of the following are most likely signs of employee depression EXCEPT \_\_\_\_\_.

- A) lack of sleep
- B) burnout
- C) poor concentration
- D) reduced appetite

Answer: B

Explanation: B) Typical warning signs of depression (if they last for more than two weeks) include persistent sad, anxious, or "empty" moods; sleeping too little; reduced appetite; loss of interest in activities once enjoyed; restlessness or irritability; and difficulty concentrating.

Burnout is similar to job stress but not necessarily a sign of depression.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

86) Which of the following is a true statement regarding workplace smoking?

- A) Workplace smoking rules are determined by local unions and federal laws.
- B) OSHA requires employers to establish designated smoking areas.
- C) Employers may dismiss workers because they smoke at home.
- D) The ADA protects the rights of workers to smoke at work.

Answer: C

Explanation: C) Employers can deny a job to smokers, even if they only smoke at home. Smoking is not a disability, so the ADA does not protect smokers. Employers have higher costs due to higher health and fire insurance, increased absenteeism, and reduced productivity.

Difficulty: Hard

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

87) Data entry specialists and assembly line workers are most susceptible to \_\_\_\_\_.

- A) repetitive motion disorders
- B) workplace violence
- C) job stress
- D) burnout

Answer: A

Explanation: A) According to the U.S. National Institutes of Health, repetitive motion disorders include disorders such as carpal tunnel syndrome, bursitis, and tendonitis, and result from too many uninterrupted repetitions of an activity or motion, or from unnatural motions such as twisting the arm or wrist, or incorrect posture. It usually affects people who perform repetitive tasks such as assembly line work or computer work.

Difficulty: Easy

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

88) For dealing with hazardous substances, personal protective gear is generally the first option.

Answer: TRUE

Explanation: Personal protective gear is generally the last option for dealing with such problems. The employer must first install engineering controls (such as process enclosures or ventilation) and administrative controls (including training and improved housekeeping).

Difficulty: Easy

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

89) During the evaluation stage of industrial hygiene, a facility's health and safety officers interview employees and conduct a facility survey.

Answer: FALSE

Explanation: Industrial hygiene involves recognition, evaluation, and control. During recognition, the facility's health and safety officers must recognize possible exposure hazards. This typically involves conducting plant/facility walk-around surveys and employee interviews. Having identified a possible hazard, the evaluation phase involves determining how severe the hazard is by measuring the exposure.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

90) A recent survey indicates that approximately 35% of the U.S. workforce has either been hung over at work or been impaired while on the job at least once during the previous year.

Answer: FALSE

Explanation: About 15% of the U.S. workforce "has either been hung over at work, been drinking shortly before showing up for work, or been drinking or impaired while on the job at least once during the previous year."

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

91) Pre-employment drug testing tends to discourage drug users from applying for jobs or for applying with companies that perform drug tests.

Answer: TRUE

Explanation: Pre-employment drug testing also discourages those on drugs from applying for work or going to work for employers who test. One study found that more than 30% of regular drug users employed full-time said they were less likely to work for a company that conducted pre-employment screening.

Difficulty: Easy

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

92) Most employers do not deal with substance abuse until after a worker is hired.

Answer: FALSE

Explanation: For many employers, dealing with substance abuse begins with substance abuse testing. It is unusual to find employers who don't at least test job candidates for substance abuse before formally hiring them.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

93) Tardiness and lying are early-stage behaviors that indicate a worker's possible alcoholism.

Answer: TRUE

Explanation: Arriving at work late, untrue statements, and leaving work early are early stage alcoholism signs.

Difficulty: Easy

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

94) Repetitive motion disorders include disorders such as carpal tunnel syndrome and tendonitis, and result from too many uninterrupted repetitions of an activity or motion, or from unnatural motions such as twisting the arm or wrist.

Answer: TRUE

Explanation: Repetitive motion disorders include disorders such as carpal tunnel syndrome and tendonitis, and result from too many uninterrupted repetitions of an activity or motion, or from unnatural motions such as twisting the arm or wrist.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

95) What steps are involved in a basic industrial hygiene program?

Answer: The process is basically one of recognition, evaluation, and control. First, the facility's health and safety officers must recognize possible exposure hazards. Doing so typically involves conducting plant/facility walk-around surveys, employee interviews, records reviews, and reviews of government and nongovernmental standards regarding various occupational exposure hazards. Then, the evaluation phase involves determining how severe the hazard is. This usually requires measuring the exposure, comparing the measured exposure to some benchmark and determining whether the risk is acceptable. Finally, the control phase involves taking steps to eliminate or reduce the hazard so that it no longer ranks as dangerous.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

96) What steps can employers take to prevent the entry or spread of infectious diseases in the workplace?

Answer: The text recommends seven steps.

- Closely monitor Centers for Disease Control travel alerts.
- Provide daily medical screenings for employees returning from infected areas.
- Deny facility access for 10 days to employees or visitors returning from infected areas.
- Tell employees to stay home if they have a fever or respiratory system symptoms.
- Clean work areas and surfaces regularly.
- Stagger breaks. Offer several lunch periods to reduce overcrowding.
- Emphasize to employees the importance of frequent hand washing and sanitization.

Difficulty: Moderate

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

97) In a brief essay, discuss the observable behaviors that may indicate an employee has an alcohol-related problem. Identify and describe the behavior associated with each stage of alcoholism.

Answer: Stage 1, the early stage, is characterized by tardiness, leaving work early, missed deadlines, errors, and poor job efficiency. Stage 2, the middle stage, is characterized by frequent days off with vague reasons, changes in behavior, avoidance of others, anxiety, and injuries at work. Stage 3, the advanced stage, is characterized by personal neglect, unsteady gait, violent outbursts, blackouts, frequent accidents, and incompetent performance.

Difficulty: Hard

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

98) What are the factors leading to job stress? How can employees reduce their job stress?

Answer: Job stress can be caused by both external and personal factors. External factors include work schedule, work pace, job security, client interaction, and noise. Personal factors include things like personality and work-family conflict. The following suggestions may assist in reducing job stress.

- Build good working relationships with colleagues.
- Do not accept work overloads.
- Build an effective relationship with one's supervisor.
- Negotiate for realistic deadlines.
- Learn about upcoming events and get lead time to prepare.
- Find time each day to relax.
- Take a walk.
- Reduce unnecessary noise.
- Reduce the amount of trivia in one's job.
- Limit interruptions.
- Deal with distasteful problems as soon as possible.
- Make a constructive "worry" list with possible solutions for each problem.

Difficulty: Hard

Chapter: 16

Objective: 6

AACSB: Analytical Thinking

Learning Outcome: 16.6 List five workplace health hazards and how to deal with them.

99) \_\_\_\_\_ relates to protecting employees from internal and external security risks.

- A) Risk management
- B) Security
- C) Crisis
- D) Safety

Answer: B

Explanation: B) Workplace security relates to protecting employees from internal and external security risks such as criminal acts by outside perpetrators and treats of terrorism.

Difficulty: Easy

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

100) According to SHRM survey, \_\_\_\_\_ percent of responding organizations now have some type of formal disaster plan.

- A) 20
- B) 85
- C) 47
- D) 93

Answer: B

Explanation: B) SHRM survey found that about 85% of responding organizations now have some type of formal disaster plan. Many firms also instituted special handling procedures for suspicious mail packages and hold regular emergency evacuation drills.

Difficulty: Moderate

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.



101) \_\_\_\_\_ is "the process of assessing exposures to loss within an operation and determining how best to eliminate, manage or otherwise reduce the risk of an adverse event from having a negative impact on the business."

- A) Workplace safety
- B) Security
- C) Crisis management
- D) Risk management

Answer: D

Explanation: D) Enterprise risk management is "the process of assessing exposures to loss within an operation and determining how best to eliminate, manage or otherwise reduce the risk of an adverse event from having a negative impact on the business."

Difficulty: Easy

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

102) Which of the following terms refers to taking advantage of a facility's architectural features in order to minimize security problems?

- A) mechanical security
- B) organizational security
- C) natural security
- D) risk management

Answer: C

Explanation: C) Natural security means taking advantage of the facility's natural or architectural features in order to minimize security problems.

Difficulty: Easy

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

103) The mail room at Citibank uses special scanners to check the safety of incoming mail. This is most likely an example of \_\_\_\_\_.

- A) mechanical security
- B) organizational security
- C) natural security
- D) architectural security

Answer: A

Explanation: A) Mechanical security is the utilization of security systems such as locks, intrusion alarms, access control systems, and surveillance systems to reduce the need for continuous human surveillance.

Difficulty: Easy

Chapter: 16

Objective: 7

AACSB: Application of Knowledge

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

104) The security guards and tellers at National Bank receive extensive training on how to handle medical emergencies, angry customers, and suspicious packages. Which of the following security programs is most likely being used at National Bank?

- A) mechanical security
- B) group security
- C) organizational security
- D) natural security

Answer: C

Explanation: C) Organizational security means using good management to improve security, which involves proper training and motivation.

Difficulty: Moderate

Chapter: 16

Objective: 7

AACSB: Application of Knowledge

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

105) Workplace safety relates to protecting employees from internal and external security risks such as criminal acts by outside perpetrators and terrorism.

Answer: FALSE

Explanation: Workplace security relates to protecting employees from internal and external security risks such as criminal acts by outside perpetrators and terrorism.

Difficulty: Moderate

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

106) About 30% of workplace attacks are committed by coworkers.

Answer: TRUE

Explanation: About 30% of workplace attacks are committed by coworkers.

Difficulty: Moderate

Chapter: 16

Objective: 5

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

107) Enterprise risk management involves identifying and handling security risks, such as those associated with workplace crime and facility security.

Answer: TRUE

Explanation: Identifying security and other corporate risks falls within the domain of enterprise risk management, which means identifying risks and planning to mitigate and actually mitigating these risks. Eliminating crime and enhancing facility security are two important issues here.

Difficulty: Easy

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

108) The first step of an effective and comprehensive corporate anti-crime program involves installing an advanced alarm system and metal detector at every entrance.

Answer: FALSE

Explanation: Ideally, a comprehensive corporate anticrime program should start with a company philosophy and policy on crime. In particular, make sure employees understand that no crime is acceptable and that the employer has a zero tolerance policy with respect to workers who commit crimes.

Difficulty: Moderate

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

109) What class of risk do employers have to manage? How do employers manage such risk?

Answer: How the employer manages a specific risk depends on the class of risk it falls in. For example, internal preventable risks arise from actions within the company and include things like employees' illegal conduct or workplace accidents. Employers manage these risks with methods such as codes of conduct, disciplinary procedures, and safety rules. Strategy risks are risks that managers accept as part of executing their strategies, such as the risk a banker takes that a borrower defaults. Employers manage some strategy risks with independent experts (like those who assess insurance risks) and with internal experts, like the risk managers who help to oversee banks' loan portfolios. External risks come from outside the company and include things like political and natural disasters and terrorism. Managing external risks might involve methods like scenario planning, in which the company endeavors to identify, analyze, and plan for multiple possible eventualities.

Difficulty: Hard

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.

110) When setting up a basic security program, what are the primary threat assessment matters that need to be addressed? Discuss the role of natural, mechanical, and organizational security in your security program.

Answer: Security programs ideally start with an analysis of the facility's current level of risk. As part of this initial threat assessment, also review at least these six matters. 1. Access to the reception area, including number of access points, and need for a "panic button" for contacting emergency personnel; 2. Interior security, including possible need for key cards, secure restrooms, and better identification of exits; 3. Authorities' involvement, in particular emergency procedures developed with local law enforcement authorities; 4. Mail handling, including how employees screen and open mail and where it enters the building; 5. Evacuation, including a full review of evacuation procedures and training; and 6. Backup systems, for instance, that let the company store data off site if disaster strikes. Having assessed the potential current level of risk, the employer then turns its attention to assessing and improving natural, mechanical, and organizational security. Natural security means taking advantage of the facility's natural or architectural features in order to minimize security problems. Mechanical security is the utilization of security systems such as locks, intrusion alarms, access control systems, and surveillance systems to reduce the need for continuous human surveillance. Finally, organizational security means using good management to improve security. For example, it means properly training and motivating security staff and lobby attendants.

Difficulty: Hard

Chapter: 16

Objective: 7

AACSB: Analytical Thinking

Learning Outcome: 16.7 Discuss the prerequisites for a security plan and how to set up a basic security program.