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Minutes Remaining **00**

Businesses today have been hard hit by the recession, a problem that has severely dented economic confidence. Despite this the technology industry is fighting back by focussing its attention on innovation. One winning method is to invest in an innovation champion. The champion's role is to identify promising new ideas and then deliver them to a larger audience. The advantage of such advocates is that they generate more interest in these ideas than would otherwise be forthcoming. They can marshal support from senior management and in the right circumstances turn interest into action.

Example 1


More ideas in the technology industry than ever before are now being implemented.

True

False

Cannot Say


Remember to base your answers **only** on the information given in the passage.

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Example 2


Technology companies are currently directing their attention towards coming up with creative new ideas.

True

False


Cannot Say

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Remember:

You have 28 minutes to complete the 47 questions in this test. Once you have completed a question, you will be able to go back if you want to change your answer by using the arrows at the bottom right of the screen. Do not use the 'back' button on your browser - this will end the test.

Try to work quickly but accurately. Remember to base your answers only on the information given in the passage. Do not ponder too long over any question. If you are not sure of an answer, select your best choice and go on to the next question.


Do not press F5 or click Refresh during the test. If you do, your test will be invalidated and you will be unable to finish the test. Any responses you had entered will not be saved and you will not get a feedback report.

The test may take a minute or two to download. Please do not go away. The test timer will start as soon as downloading is complete. To load the test click 'Next'.




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Test Progress



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28

Question 1


Mutual respect between parents and their teenagers is essential for a harmonious household.

True

False

Cannot Say

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Some parents find it not only desirable, but necessary to set goals with their teenagers regarding chores to be done at home, to suit both the individual child and the parental requirements. In order to achieve these goals, teenagers must learn to adopt the most effective approach when dealing with their parents. Every teenager, therefore, must recognise the importance of mutual respect, time management and clear communication. All of these skills are necessary for domestic harmony to prevail.

Question 2
Teenagers who set clear goals for themselves will be more successful in later life.

True
 False
 Cannot Say

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Question 3
Individual teenagers' goals are based solely on their parents' requirements.

True
 False
 Cannot Say

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Test Progress 


Minutes Remaining **28**

Some countries have now banned the supply of traditional incandescent light bulbs in an attempt to reduce the energy wasted through lighting in many homes that accounts for a significant proportion of the electricity bill. Studies have shown that the new energy saving light bulbs can cut energy wastage by over three quarters. Unfortunately, the reduced brightness of the new compact fluorescent lamps makes life difficult for partially sighted people with retinal degeneration or eye disorders such as glaucoma. However it is still possible to purchase traditional light bulbs in some places.

Question 4
The new energy efficient light bulbs will reduce people's electricity bills by at least half.

True
 False
 Cannot Say

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Question 5
All traditional incandescent light bulbs have now been banned.

True
 False
 Cannot Say

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Question 6
The main reason that energy is wasted in households is the use of traditional light bulbs.

True
 False
 Cannot Say

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Question 7
Partially sighted people sometimes suffer accidents because of poor lighting.

True
 False
 Cannot Say

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Internet shoppers are at an increased risk of both fraud and theft due to a number of factors. Amongst them are both a decrease in a means of reliable identification and an increase in the use of websites for monetary transactions whether from online reservations, internet banking, or other types of business. This fraud is increasing in severity and frequency in areas such as false business websites, telesales and online shopping and is now a more serious problem than ever before. One solution to this problem would be to limit internet transactions to websites authorised by the banks.

Question 8
By restricting internet transactions to only websites authorised by the banks, a decrease in internet fraud might be seen.

True
 False
 Cannot Say

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Question 9
The increased risk of fraud and theft to internet shoppers is wholly due to a decrease in a means of reliable identification and an increase in the use of the internet for online banking.

True
 False
 Cannot Say

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A recent study investigating the effects of stress at work argues that stress management programs should be included in all organisational development policies as a key step in helping to fight absenteeism from work and work-related stress. The Confederation of Work and Industry states that it is essential to counter work-related stress to beat higher absenteeism from jobs, and that most work stress arises from poor management. Stress management strategies are currently excluded from organisational development policies by many businesses, and smaller companies are unlikely to allow organisational development in the area of stress management.

Question 10
Nearly all businesses incorporate stress management strategies in their policy.

True
 False
 Cannot Say

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Question 11
Many smaller businesses will not permit policies for absenteeism from work.

True
 False
 Cannot Say

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27

An ever-increasing amount of time is spent each year on staff assessment, and the benefits can be numerous. An appraisal can be informative, shedding light on areas of good performance; it can be constructive in that it can give employees an opportunity to consider areas for development within the job; and it can also be motivating by highlighting those skills, abilities and areas of knowledge that the individual has gained from the job. However, the frequency of appraisals is the focus of criticism by some people, who state that assessments do not take place at appropriate times, i.e. in time for an individual to address performance areas in time for a promotion, and therefore it is likely that half of the time spent on assessment is used ineffectively.

Question 12
The purpose of staff appraisals is purely to inform.

True
 False
 Cannot Say

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Question 13
Staff assessment is one of the greatest time consuming aspects of a job.

True
 False
 Cannot Say

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Minutes Remaining **26**

Off-shoring has been adopted by banks and other financial organisations in the West since the 1980's, but it is only in recent years that it has become popular in other industry sectors as its financial benefits over more local outsourcing have become recognised. Evidence indicates that off-shore workers have a lower incidence of failure and cost less to employ than workers based locally. Off-shore workers need less financial rewards and become more competent than local workers in a shorter space of time.

Question 14
Off-shoring has only been adopted in recent years.

True
 False
 Cannot Say

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Question 15
In the West, off-shoring was the main method used for banking organisations out-sourcing their work in the 1980's.

True
 False
 Cannot Say

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Test Progress Minutes Remaining **26**

Since the number of societies actively promoting environmental awareness has escalated in recent years, the implementation of campaigns is leading to a corresponding increase in involvement. However, survey data demonstrates that only one in twenty interested supporters bothers to get involved with the society concerned. This inertia typically reflects the belief that their contribution would be inconsequential, and, to a lesser extent, uncertainty about the appropriate channels to use. The data also suggested that interested followers are likely to discuss their views with other individuals. While this is a valuable means of promoting environmental awareness, it would be more beneficial to get involved with the societies themselves.

Question 16
Uncertainty over the appropriate channels to use is the main reason that supporters do not get involved in the campaigns.

True
 False
 Cannot Say

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Question 17
Nowadays, almost all interested supporters get involved in the campaigns.

True
 False
 Cannot Say

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Minimum wage policies, first introduced in the service industry and leading to a reduction in employee exploitation, were the result of numerous studies. The studies confirmed that a national minimum wage is an important parameter in employee security, and campaigners were rewarded with key backing from worker's unions. This provided the support required to drive through Employment Relations programmes in many agricultural and industrial sectors, culminating in the creation of the Low Pay Commission. This has been vital in attracting collaboration from major corporations which have previously resisted the pressure to improve income stability.

Question 18
The Low Pay Commission has played an important part in obtaining support from large companies.

True
 False
 Cannot Say

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Question 19
Employee exploitation is the key concern of most workers' unions.

True
 False
 Cannot Say

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Question 20
The creation of the Low Pay Commission was the first step in the process of agricultural and industrial minimum wage policies.

True
 False
 Cannot Say

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Test Progress Minutes Remaining
25

Until 1995, the use of bicycles had remained virtually static for many years. However, in recent years the number of people using bicycles has grown with increasing pressure from environmentalists, transport agencies and health officials. The trend has been to produce more fashionable bicycles in a variety of styles, lighter cycles, and more comfortable cycles. The diversity of models has increased enormously, though their general shape has not changed radically.

Question 21
There has been an increasing pressure from transport agencies to use bicycles.

True
 False
 Cannot Say

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Question 22
There is now a greater diversity of bicycles available than before 1995.

True
 False
 Cannot Say

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While environmentally friendly policies are not yet adopted widely in offices, especially in some countries, the results of taking such steps do show evidence of substantial energy savings, improved air quality, reduced waste and significant increases in recycling. Examples of these green policies vary from buying appropriate plants to providing accessible recycling bins. People who are environmentally aware frequently take steps to become more green at home and achieve results which may often astonish the less informed.

Question 23
People who are less environmentally aware tend not to be very impressed by those who are more environmentally conscious.

True
 False
 Cannot Say

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Test Progress Minutes Remaining **24**

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Question 24
Implementing green policies in the office will do nothing to save energy.

True
 False
 Cannot Say

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Question 25
The home is a place where environmentally aware people take steps to become more green.

True
 False
 Cannot Say

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Test Progress Minutes Remaining
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Team building activities can have a number of objectives. They can be informative, aiming to enlighten the team members regarding their strengths and weaknesses (e.g. in terms of their team cohesiveness) and they can be used to increase motivation and communication skills. However team building events are mainly organised to help maximise an organisation's productivity and increase their competitive advantage. The budgetary allocation of expenditure to such events is discussed at length. Critics argue that the costs associated with funding this type of event could be scaled down and those programmes that are unproductive could be cut back.

Question 26
Team building enhances an individual team members' job performance.

True
 False
 Cannot Say

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Question 27
The allocation of budgetary funds to team building activities tends to be agreed without much debate.

True
 False
 Cannot Say

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Question 28
The sole objective of organising a team building event is to increase an organisation's competitive edge.

True
 False
 Cannot Say

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When purchasing training courses for employees, many issues need to be considered. For example, the price is clearly important; the purchaser needs to confirm whether catering costs are included in the quoted price, and what additional materials, not included in the price of the course, will have to be purchased for the employee to put their training to use. Information on the value of the training to the organisation must be carefully considered, especially claims of increased staff proficiency. Frequently this is assessed in optimal conditions, which in practice are difficult to achieve.

Question 29
Catering costs may be included in the quoted price for training courses.

True
 False
 Cannot Say

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Question 30
Quotes for training courses may exclude some essential materials required once training is complete.

True
 False
 Cannot Say

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Minutes Remaining **23**

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Question 31
It is difficult for some training providers to sell their courses.

True
 False
 Cannot Say

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Minutes Remaining **23**

In general, the wealthier an individual, the happier they perceive themselves to be. Those in the higher income bracket have a greater fear of losing their jobs and overestimate the emotional costs associated with being poor. They also expect low household incomes to be coupled with very low life satisfaction. People tend to be motivated by the belief that money will have a substantial impact on their happiness. They rarely take account of another avenue shown to impact happiness - the building of social relationships.

Question 32
People earning less money usually see themselves as being less satisfied with life.

True
 False
 Cannot Say

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Minutes Remaining **23**

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Question 33
People give due consideration to the building of social relationships as a source of happiness.

True
 False
 Cannot Say

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Question 34
Higher earners are more anxious about loss of income.

True
 False
 Cannot Say

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Most employees are attracted to working from home and many employers nowadays provide facilities for home-working for staff. For employees, the ability to work from home means that it is always to an employee's advantage to use time efficiently that would otherwise be wasted in travelling to the workplace. Unfortunately however installing computer and telephone systems in employees' homes can be expensive, although this sometimes depends on the size of the organisation and the type of systems required. The cost of installing such systems, however, is likely to be offset by improvements to staff morale.

Question 35
The facility to work from home is rarely offered by organisations today.

True
 False
 Cannot Say

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Question 36
There is a broad range of computer and telephone systems available on the market.

True
 False
 Cannot Say

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Question 37
All computer and telephone installations in the home are expensive.

True
 False
 Cannot Say

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22

Success as a manager and success as a parent have similar features including the master of communication and leadership skills; yet these parallels between parenthood and management are rarely highlighted. Far more often, managers have sought to acquire leadership techniques from the domain of Psychology. Many training courses utilise psychological theories to unveil the secrets of the talented leader. Parenthood offers an alternative avenue for managers to explore, one that stresses the importance of gaining others' respect, perseverance and flexibility.

Question 38
Parenthood has more to teach us about successful management than Psychology.

True
 False
 Cannot Say

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Question 39
The similarities between parental skills and leadership techniques have often been cited.

True
 False
 Cannot Say

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A major concern is that cultural and temporal factors contribute to missing project deadlines, low team spirit and the erosion of trust in international projects, by impeding understanding between team members and diminishing opportunities for social interaction. This is because most teams working together onsite can resolve issues with relative ease but cross-national teams are far more restricted in their ability to communicate due to working in different time zones. However, some multi-national organisations feel that regardless of such disadvantages, they have to implement global projects because of the financial implications of carrying out national projects, i.e. the loss of their corporate advantage.

Question 41
A potential consequence of undertaking an international project is fewer opportunities for the team to socialise with each other.

True
 False
 Cannot Say

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Question 42
Cross-national projects improve channels of communication between team members.

True
 False
 Cannot Say

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Question 43
Team members can find it difficult to work with individuals from a different country.

True
 False
 Cannot Say

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Question 44
Cultural and temporal factors cause delays to most international projects.

True
 False
 Cannot Say

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Minutes Remaining **21**

The creation of water treatment plants in Rwanda, built initially in secondary schools and leading to cleaner water, inspired an overseas Energy organisation. Their research confirmed the importance of water quality and the organisation was rewarded with firm backing from the Rwandan government. The latter provided the receivers and transmitter towers required to create a remote monitoring system culminating in the plants being activated from overseas. This has been vital to giving Rwandan residents a chance to live and work in a healthier environment, which had previously seemed unattainable.

Question 45
The Rwandan government is generally supportive of overseas investment which helps to improve its residents' environment.

True
 False
 Cannot Say

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Minutes Remaining **21**

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Question 46
Water treatment plants were first built in Rwanda.

True
 False
 Cannot Say

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Question 47

The remote activation of water treatment plants in Rwanda preceded the installation of receivers and transmitter towers.

True

False

Cannot Say

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