

# Introduction to HRM and Organization Practice Test (Sample)

## Study Guide



**Everything you need from our exam experts!**

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# Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

**Remember:** successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

# How to Use This Guide

**This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:**

## **1. Start with a Diagnostic Review**

**Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.**

## **2. Study in Short, Focused Sessions**

**Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.**

## **3. Learn from the Explanations**

**After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.**

## **4. Track Your Progress**

**Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.**

## **5. Simulate the Real Exam**

**Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.**

## **6. Repeat and Review**

**Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.**

**There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!**

## Questions

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- 1. Which term refers to the patterns of behaviour expected of individuals in fulfilling their work requirements?**
  - A. Job**
  - B. Role**
  - C. Job Design**
  - D. System**
  
- 2. Which term corresponds to the definition: unwritten rules of behaviour?**
  - A. Values**
  - B. Norms**
  - C. Organizational Climate**
  - D. Organization Structures**
  
- 3. Which term corresponds to the definition: pattern of values, norms, beliefs, attitudes and assumptions that may not have been articulated but shape the ways in which people in organisations behave and things get done?**
  - A. Organizational Culture**
  - B. Values**
  - C. Norms**
  - D. Organizational Climate**
  
- 4. Which term describes a group consisting of people with formally assigned roles who work together to achieve the organization's goals?**
  - A. Organization**
  - B. Manager**
  - C. HRM**
  - D. Planning**
  
- 5. Which SHRM competency is described as integrating core values, integrity, and accountability?**
  - A. Ethical Practice**
  - B. Business Acumen**
  - C. Relationship Management**
  - D. Global and Cultural Effectiveness**

- 6. Which term focuses on storing and sharing knowledge about processes, techniques, and operations within the organization?**
- A. Knowledge Management**
  - B. Job Enrichment**
  - C. High-Performance Working**
  - D. Organization Development**
- 7. Which term represents the knowledge, skills, and abilities of a firm's workers?**
- A. Human Capital**
  - B. Talent Management**
  - C. Offshoring**
  - D. Unbalanced Labor Force**
- 8. Which concept describes helping firms and employees improve in a measurable way as a result of HR manager actions?**
- A. ADDING VALUE**
  - B. STRATEGIC RESULTS LEVER**
  - C. LEADERSHIP AND NAVIGATION**
  - D. HR SCORECARD**
- 9. Getting others to get the job done; maintaining morale; motivating subordinates describes which function?**
- A. Leading**
  - B. Planning**
  - C. Controlling**
  - D. Managing**
- 10. Which term describes making HR decisions based on actual data, measurements, and research?**
- A. EVIDENCE-BASED HRM**
  - B. ADDING VALUE**
  - C. LEADERSHIP AND NAVIGATION**
  - D. STRATEGY MAP**

## Answers

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1. B
2. A
3. A
4. A
5. A
6. A
7. A
8. A
9. A
10. A

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## **Explanations**

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**1. Which term refers to the patterns of behaviour expected of individuals in fulfilling their work requirements?**

**A. Job**

**B. Role**

**C. Job Design**

**D. System**

In organizations, the term that captures the patterns of behavior expected of someone in fulfilling work requirements is the role. A role defines how a person is supposed to think, act, and interact in a given position, shaped by the expectations of supervisors, colleagues, and the organization itself. It provides a social blueprint for behavior—covering responsibilities, decision-making, communication, and how you relate to others—so work can be coordinated effectively toward common goals. For example, a project lead is expected to plan, coordinate, communicate progress, and make decisions within their authority; living up to that role means carrying out those behaviors consistently. This is different from a job, which is the actual set of tasks and duties to be performed; job design concerns how those tasks are arranged, and a system refers to the larger structure of processes and components that connect everything together.

**2. Which term corresponds to the definition: unwritten rules of behaviour?**

**A. Values**

**B. Norms**

**C. Organizational Climate**

**D. Organization Structures**

Unwritten rules of behavior are norms. Norms are the informal expectations that guide how people interact and act in everyday situations within a group or organization. They're learned through social interactions, observation, and reinforcement, and they shape things like punctuality, how meetings run, how openly information is shared, and how conflicts are handled—without being written down. Values are the beliefs about what's important or desirable, such as honesty or teamwork, and while they influence norms, they aren't the daily conduct rules themselves. Organizational climate and organizational structures describe the overall atmosphere or the formal arrangement of roles and authority, not the tacit rules people follow in practice.

**3. Which term corresponds to the definition: pattern of values, norms, beliefs, attitudes and assumptions that may not have been articulated but shape the ways in which people in organisations behave and things get done?**

**A. Organizational Culture**

**B. Values**

**C. Norms**

**D. Organizational Climate**

Organizational culture is the pattern of values, norms, beliefs, attitudes and assumptions that may not be articulated but shape how people in organisations behave and how things get done. It goes beyond what people say they value or how they currently feel about the workplace; it consists of deeply shared, often unconscious understandings that guide action across situations. You can see it in the stories people tell about the organisation, the rituals and language used, and the unwritten rules that influence decisions and everyday conduct. This description fits best because it captures the enduring social fabric that quietly drives behavior and outcomes, not just surface-level perceptions. Values are important and may be stated, but culture includes the underlying beliefs and assumptions that remain even when explicit values shift. Norms describe expected behaviors, but culture encompasses those norms as part of a broader system of meaning. Organizational climate refers to the current atmosphere and perceptions of the work environment, which can change more readily; culture is deeper and more ingrained. So, the term that matches the definition is organizational culture.

**4. Which term describes a group consisting of people with formally assigned roles who work together to achieve the organization's goals?**

**A. Organization**

**B. Manager**

**C. HRM**

**D. Planning**

Understanding what an organization is: it's a group of people who have formally assigned roles and work together in a coordinated way to achieve shared goals. The formal roles create structure—who has authority, how tasks are divided, and how decisions are made—so the group can operate effectively toward common objectives. This makes the term a fit because it captures both the people and the organized system they form to reach goals. A single manager is just an individual leader within such a group, not the group itself. HRM refers to the function or department that handles people management, not the collective. Planning is the process of deciding goals and courses of action, not the group that carries out those actions.

**5. Which SHRM competency is described as integrating core values, integrity, and accountability?**

- A. Ethical Practice**
- B. Business Acumen**
- C. Relationship Management**
- D. Global and Cultural Effectiveness**

Ethical Practice focuses on integrating core values, integrity, and accountability into every HR action. In practice, this means making decisions that reflect organizational values, maintaining honesty and fairness, protecting confidential information, avoiding conflicts of interest, and holding yourself and others to high ethical standards. When HR professionals model ethical behavior, they build trust, ensure compliance with laws and policies, and foster a culture of accountability throughout the organization. Other competencies address different areas—Business Acumen centers on understanding how the business operates and uses data to drive decisions, Relationship Management emphasizes building productive working relationships, and Global and Cultural Effectiveness focuses on working effectively across diverse cultures and international contexts.

**6. Which term focuses on storing and sharing knowledge about processes, techniques, and operations within the organization?**

- A. Knowledge Management**
- B. Job Enrichment**
- C. High-Performance Working**
- D. Organization Development**

Knowledge management is about capturing, organizing, storing, and sharing knowledge that exists within the organization. When the focus is on storing and sharing knowledge about processes, techniques, and operations, knowledge management provides the systems and practices that document procedures, preserve best practices, and make this knowledge accessible to employees across teams. This fits best because the other terms address different aims: job enrichment focuses on adding meaningful tasks to a job, high-performance working refers to a broader HR strategy to boost performance, and organization development targets planned change and development. In short, knowledge management centers on turning know-how about how things are done into accessible knowledge that supports learning and operational efficiency.

**7. Which term represents the knowledge, skills, and abilities of a firm's workers?**

- A. Human Capital**
- B. Talent Management**
- C. Offshoring**
- D. Unbalanced Labor Force**

Knowledge, skills, and abilities of a firm's workers are collectively called human capital. This concept treats people as a valuable asset that drives performance, learning, and innovation, shaping the firm's ability to compete. Human capital includes education, training, experience, and tacit know-how that employees bring to their roles, and it grows when the organization invests in development and career advancement. That makes it the best fit for describing what the question asks about. By contrast, talent management refers to the processes used to attract, develop, and retain people; offshoring is about relocating work to another country; and unbalanced labor force isn't a standard term for the knowledge, skills, and abilities of workers.

**8. Which concept describes helping firms and employees improve in a measurable way as a result of HR manager actions?**

- A. ADDING VALUE**
- B. STRATEGIC RESULTS LEVER**
- C. LEADERSHIP AND NAVIGATION**
- D. HR SCORECARD**

Adding value is the idea that HR actions should translate into tangible improvements for the business and its people. When HR initiatives lead to measurable gains—such as higher productivity, lower turnover, better employee engagement, and stronger financial performance—the HR function is said to be adding value. This framing emphasizes the outcome of HR work in concrete business terms, not just the activities themselves. For example, implementing a targeted training program that raises performance metrics or redesigning selection and onboarding to reduce time-to-productivity saves costs and boosts results, illustrating value creation. The other options describe frameworks or capabilities rather than the overarching idea of delivering measurable improvements: a measurement framework like an HR scorecard helps track impact, a strategic results lever suggests a mechanism to influence outcomes, and leadership and navigation refer to guiding the organization through change.

**9. Getting others to get the job done; maintaining morale; motivating subordinates describes which function?**

- A. Leading**
- B. Planning**
- C. Controlling**
- D. Managing**

Getting others to get the job done, maintaining morale, and motivating subordinates is all about guiding and influencing people to perform and stay engaged. This is leading. Leading focuses on shaping direction, communicating expectations, energizing the team, and handling interpersonal dynamics to keep motivation high and objectives within reach. Planning concentrates on deciding what to do and how to do it, while controlling centers on monitoring performance and making adjustments. Managing is a broad term that can include coordinating resources, but the specific tasks described—driving effort and sustaining morale—fit the relational, motivational aspect of leading best.

**10. Which term describes making HR decisions based on actual data, measurements, and research?**

- A. EVIDENCE-BASED HRM**
- B. ADDING VALUE**
- C. LEADERSHIP AND NAVIGATION**
- D. STRATEGY MAP**

Evidence-based HRM means making HR decisions based on actual data, measurements, and research. It blends the best available external evidence with internal data (like turnover, performance, and training outcomes) and professional expertise, all aligned with stakeholders' needs. This approach helps ensure HR actions—such as how to recruit, develop, or retain employees—are chosen for proven impact on business results rather than relying on intuition alone. The other terms don't capture this data-driven decision-making stance: adding value is about contributing worth to the organization, leadership and navigation focuses on guiding people through challenges, and a strategy map is a visualization tool for linking objectives and measures rather than the practice of basing HR choices on evidence.

## Next Steps

**Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.**

**As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.**

**If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at [hello@examzify.com](mailto:hello@examzify.com).**

**Or visit your dedicated course page for more study tools and resources:**

**<https://introtuhrmandorganization.examzify.com>**

**We wish you the very best on your exam journey. You've got this!**

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