

DSST® HUMAN RESOURCE MANAGEMENT

EXAM INFORMATION

This exam was developed to enable schools to award credit to students for knowledge equivalent to that learned by students taking the course. DSST Human Resource Management is a multiple-choice exam designed to evaluate whether candidates possess the knowledge and understanding that would be gained by taking a lower level college course in human resource management which includes the following content: overview of the human resource management field; human resource planning, staffing, training and development; performance appraisals; compensation issues; safety and security issues; employment law; and labor relations.

The exam contains 99 questions to be answered in 2 hours.

EXAM CONTENT OUTLINE

The following is an outline of the content areas covered in the examination. The approximate percentage of the examination devoted to each content area is also noted.

I. An Overview of the Human Resource Management Field – 10%

- a. Historical development
- b. Human resource functions
- c. The human resource manager
- d. Motivation, communication, and leadership
- e. Ethical aspects of human resource decision making

II. Human Resource Planning – 8%

- a. Strategic human resource issues
- b. Job analysis and job design

III. Staffing – 10%

- a. Recruiting
- b. Selection
- c. Promotions and transfers
- d. Reduction-in-force
- e. Voluntary turnover and retirement

IV. Training and Development – 8%

- a. Orientation
- b. Career planning
- c. Principles of learning
- d. Training programs and methods
- e. Development programs

V. Performance Appraisals – 10%

- a. Reasons for performance evaluation
- b. Techniques

- c. Challenges

VI. Compensation Issues – 10%

- a. Job evaluation
- b. Wage and salary administration
- c. Compensation systems
- d. Benefits - mandatory and voluntary

VII. Safety and Health – 10%

- a. Occupational accidents and illness
- b. Quality of work life and wellness
- c. Workplace security

VIII. Employment Law – 15%

- a. Equal employment opportunity laws (e.g., Civil Rights Act, Title VII, ADA, ADEA)
- b. Compensation and benefits related laws (e.g. ERISA, FMLA, FLSA)
- c. Health, safety and employee rights laws (e.g. OSHA, WARN)

IX. Labor Relations – 9%

- a. Role of Labor Unions
- b. Labor laws (e.g. NLRA, Taft-Hartley Act, Civil Service Reform Act)
- c. Collective bargaining
- d. Unionized versus non-unionized work settings
- e. Contract management

X. Current Issues and Trends – 10%

- a. Workforce diversity
- b. Human resource information systems
- c. Changing patterns of work relationships (e.g. virtual office, contingent workers, autonomous work groups)
- d. Global HR environment
- e. Social media

REFERENCES

Below is a list of reference publications that were either used as a reference to create the exam, or were used as textbooks in college courses of the same or similar title at the time the test was developed. You may reference either the current edition of these titles **or** textbooks currently used at a local college or university for the same class title. It is recommended that you reference **more than one textbook** on the topics outlined in this fact sheet.

You should **begin by checking textbook content against the content outline** provided **before** selecting textbooks that cover the test content from which to study.

Sources for study material are suggested but not limited to the following:

1. Bohlander & Snell. *Managing Human Resources*. South-Western Cengage Learning, 16th Ed.
2. Landy, Frank J. & Conte, Jeffery M. *Work in the 21st Century*. Wiley, 4th Ed.
3. Mathis, R.L. & Jackson, J.H. *HR Management Essential Perspectives*. Cengage Learning, 6th Ed.
4. Mathis, R.L. & Jackson, J.H. *Human Resource Management*. Cengage Learning, 13th Ed.
5. Mondy, R. Wayne (2013). *Human Resource Management*. Prentice Hall, 13th Ed.
6. Noe, R.A., Hollenbeck, J.R. Gerhart, B., & Wright, P.M. *Fundamentals of Human Resources*. McGraw-Hill/Irwin, 5th Ed.
7. Noe, R.A., Hollenbeck, J.R. Gerhart, B., & Wright, P.M. (2013). *Human Resource Management: Gaining a Competitive Advantage*. McGraw-Hill/Irwin, 8th Ed.
8. Werner, Jon M. & DeSimone, R.L. (2012). *Human Resource Development*. Cengage Learning, 6th Ed.

SAMPLE QUESTIONS

All test questions are in a multiple-choice format, with one correct answer and three incorrect options. These are samples of the types of questions that may appear on the exam. Other sample questions can be found in the form of practice exams by visiting our website at www.getcollegedcredit.com/testprep.

Questions on the test require test takers to demonstrate the following abilities. Some questions may require more than one of these abilities.

- Knowledge of basic facts and terms (about 35-40% of the examination)
- Understanding of concepts and principles (about 30-35% of the examination)
- Ability to apply knowledge to specific problems and situations (about 25-30% of the examination)

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1. Specific standardized questions are used primarily in which of the following types of interviews?
 - a. Patterned or structured
 - b. Nondirective

- c. Group or board
- d. Stress

2. Organizational or companywide incentive plans include all of the following EXCEPT:
 - a. Employee stock ownership plans (ESOP's)
 - b. Scanlon plans
 - c. Profit-sharing plans
 - d. Standard-hour plans
3. Which of the following theories of employee motivation distinguishes between "satisfiers" and "dissatisfiers"?
 - a. Herzberg's Maintenance Theory
 - b. Maslow's Need Hierarchy
 - c. McClelland's Achievement Theory
 - d. McGregor's Theory X and Theory Y
4. A full-time employee of a local union is generally known as a:
 - a. Shop steward
 - b. National representative
 - c. Business agent
 - d. Union organizer
5. Which of the following programs frequently uses simulation to train employees?
 - e. Apprenticeship training
 - f. On-the-job training
 - g. Job instruction training
 - h. Vestibule training
6. Which of the following statements is NOT true about exempt employees?
 - a. They are subject to the overtime provision of the Fair Labor Standards Act.
 - b. They are permitted to bargain collectively under the provisions of the Tart-Hartley Act.
 - c. They are permitted to have flexible work schedules.
 - d. They are paid hourly wage rates.
7. A job specification is usually a written document that:
 - a. Specifies how a job is to be done
 - b. Outlines the specific duties of a job
 - c. Lists the employee characteristics required to perform a job
 - d. Describes the process used to obtain specific job information
8. Which of the following performance appraisal methods does NOT require the supervisor to compare the performances of subordinate employees in the unit?
 - a. The forced-choice method

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- b. The forced-distribution method
 - c. The paired-comparison method
 - d. The ranking method
9. The Hay Plan is best known as
- e. An incentive plan
 - f. A job evaluation plan
 - g. A pension plan
 - h. A performance evaluation plan

CREDIT RECOMMENDATIONS

The American Council on Education’s College Credit Recommendation Service (ACE CREDIT) has evaluated the DSST test development process and content of this exam. It has made the following recommendations:

Area or Course Equivalent	Human Resource Management
Level	Lower-level baccalaureate
Amount of Credit	Three (3) semester hours
Minimum Score	400
Source	American Council on Education – College Credit Recommendation Service

Answers to sample questions: 1.A, 2.D, 3.A, 4.C, 5.D, 6.A, 7.C, 8.A, 9.B.

