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QUESTION 1

Efficiency refers how well resources are used in achieving a given result. Efficiency _____ whenever the resources used to produce a given output are _____.

- A. Reduces, reduced
- B. Increases, increased
- C. Improves, reduced
- D. It is truly situation dependent

Correct Answer: C

QUESTION 2

_____ testing method provides useful information on respondents\' perceptions of the response task, how respondents recall and report events, and how they interpret specified reference periods.

- A. Cognitive
- B. Psychometric testing
- C. Biometric testing
- D. Psychographic testing

Correct Answer: A

QUESTION 3

_____ arises from a single or small set of causes that are not part of event or process and therefore can be traced, identified and implemented or eliminated. In general, researchers are interested in this variation because they can link-or-assign variation to a single specific cause and act accordingly.

- A. Process variation
- B. Assignable variation
- C. Random variation
- D. Performance variation

Correct Answer: B

QUESTION 4

Employees involved in quality circles are encouraged to develop ideas for improvement or request management efforts

to propose solutions for adoption.

The aims of the quality circle activities are all of the following EXCEPT:

- A. Contribute to the improvement and development of the enterprise
- B. Respect human relations and build a workshop offering job satisfaction
- C. Deploy human capabilities fully and draw out infinite potential
- D. Avoid sharing optional measures

Correct Answer: D

QUESTION 5

Reliability is a matter of whether a particular technique applied repeatedly to the same object yields the same results each time. The reliability of a survey is initially addressed within _____.

- A. Questionnaire development phase
- B. Questionnaire analysis phase
- C. Evaluation phase
- D. Implementation phase

Correct Answer: A

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