**File: Ch13, Chapter 13, Health and Safety**

**TRUE-FALSE**

1. Approximately 4,500 work-related deaths are reported each year in the United States.

Ans: False

2. Approximately 3.1 million injuries and illnesses are reported each year in the United States.

Ans: True

3. The General Duty Clause covers any potentially dangerous or unhealthy workplace condition that isn’t covered by specific OSHA industry regulation.

Ans: True

4. If an employee sees a violation of OSHA standards, that employee has the right to call OSHA and request an investigation.

Ans: True

5. All U.S. organizations have OSHA record-keeping requirements.

Ans: False

6. One chief means of reducing the potential effects of cumulative trauma disorders for an organization is through the voluntary use or ergonomics.

Ans: True

7. The penalty for an OSHA violation can be up to $70,000 if the violation is severe, willful, and repetitive.

Ans: True

8. More than 500 employees are murdered on the job each year.

Ans: False

9. More than 10 million employees are victims of violent crimes at work or on duty.

Ans: False

10. According to research, companies save 5 to 16 dollars for every dollar spent on employee assistance programs.

Ans: True

11. Unfortunately, stress only has psychological symptoms.

Ans: False

12. Employee assistance programs, originally, were established to help employees with drug problems.

Ans: False

13. An organization has the right to not hire someone who is obese, if the obesity is not attributable to a disability.

Ans: True

14. The purpose of an employee assistance program is to increase productivity and make the job more pleasant for the worker.

Ans: True

15. Businesses in less-developed countries, similar to United States, have equivalent safety awareness and protection programs.

Ans: False

**MATCHING KEY TERMS AND DEFINITIONS**

16. A condition where an accident is about to happen.

Ans: o) Imminent danger

17. Supreme Court case that stated an employer can refuse an OSHA inspection unless OSHA had a search warrant to enter the premises.

Ans: b) Marshall v. Barlow’s Inc.

18. Personality type characterized by chronic urgency and excessive competitive drive.

Ans: m) Type A behavior

19. Number of injuries, illnesses, or lost workdays as it relates to a common base of full-time employees.

Ans: h) Incidence rate

20. Continuous motion disorders caused by repetitive stress injuries.

Ans: f) Musculoskeletal disorders (MSDs)

21. When an employee is not sure what work to do.

Ans: l) Role ambiguity

22. Expectations that are difficult to reconcile or achieve.

Ans: c) Role conflicts

23. Something that causes stress in an individual.

Ans: n) Stressor

24. Chronic and long-term stress.

Ans: i) Burnout

25. Injuries sustained by continuous and repetitive movements of the hand.

Ans: k) Repetitive stress injuries

26. A repetitive motion disorder affecting the wrist.

Ans: g) Carpal tunnel syndrome

27. A Japanese term meaning death from overworking.

Ans: j) Karoshi

28. When an employee is expected to do more than time permits.

Ans: a) Role overload

29. Personality type characterized by lack of either time urgency or impatience.

Ans: e) Type B behavior

30. When employees use their organization’s Internet access during work hours to surf non-job related websites as to send or receive and read personal emails.

Ans: d) Cyberloafing

**FILL-IN THE BLANKS**

31. \_\_\_\_\_\_\_\_\_ is the number of injuries, illnesses, or lost workdays as it relates to a common base of full-time employees.

Ans: Incidence rate

32. An \_\_\_\_\_\_\_\_\_\_\_ has the right to levy a fine against an organization for noncompliance of regulations.

Ans: OSHA inspector

33. \_\_\_\_\_\_\_\_\_\_ or the working environment by managers and employees can provide valuable insight into potential and existing problems and how to prevent them.

Ans: Self-inspections

34. \_\_\_\_\_\_\_\_\_\_ list the chemical components of hazardous materials used in the workplace.

Ans: Material safety datasheets

35. \_\_\_\_\_\_\_\_ refer to office environments that contain harmful airborne, chemicals, asbestos, or indoor pollution that make employees sick.

Ans: Sick buildings

36. \_\_\_\_\_\_\_\_\_ is personality type characterized by chronic urgency and excessive competitive drive.

Ans: Type A behavior

37. \_\_\_\_\_\_\_\_\_\_ is personality type characterized by lack of either time urgency or impatience.

Ans: Type B behavior

38. \_\_\_\_\_\_\_\_\_\_ are specific programs designed to help employees with personal problems.

Ans: Employee assistance programs

39. \_\_\_\_\_\_\_\_\_\_\_ is a dynamic condition in which an individual confronts an opportunity, constraint, or demand related to a desire and perceives the outcome both uncertain and important.

Ans: Stress

40. \_\_\_\_\_\_\_\_\_\_ are organizational programs designed to keep employees healthy.

Ans: Wellness programs

**MULTIPLE-CHOICE**

41. Approximately, \_\_\_\_\_\_\_\_\_ work-related deaths are reported each year in the United States.

a) 3,000

b) 4,500

c) 9,000

d) 30,000

e) 60,000

42. The most significant piece of legislation in the area of employee health and safety that applies to almost every U.S. business engaged in interstate commerce is

a) COBRA

b) OSHA

c) NIOSH

d) HIPPA

e) ERISA

43. In the 1978 Marshall v. Barlow’s Inc. case, the Supreme Court ruled that

a) employers are not required to let OSHA inspectors enter the premises unless the inspectors have a search warrant.

b) if an employer is fined for a violation, the employer must pay the fine with 60 days, or OSHA can shut the business down.

c) only universities and colleges are exempt from keeping accident and injury records.

d) employers can require an employees to pay for any safety equipment that is required for the job.

e) if an employer falsifies the information on a MSD and an employee is never injured due to the falsification, then that employer is not considered as having violated OSHA regulations.

44. When was OSHA enacted?

a) 1950

b) 1960

c) 1970

d) 1980

e) 1990

45. OSHA is involved in all of the following EXCEPT

a) developing training and education programs for businesses.

b) providing daycare centers for working parents to leave children.

c) developing on-the-job standards for safety and health .

d) requiring employers to keep records of accidents and injuries.

e) ensuring employer compliance of regulations.

46. If a smoke plume and temperature rise was detected in a secure area of a large petrochemical plant, what level of priority could OSHA inspectors use to enter the plant to investigate?

a) Imminent danger

b) Serious accident

c) Employee complaint

d) Targeted inspection

e) Random inspection

47. An OSHA inspector arrived at a hotel construction site for no apparent reason. He was turned away because he did not have a search warrant. He was attempting to provide which level of enforcement?

a) Imminent danger

b) Serious accident

c) Employee complaint

d) Target inspection

e) Random inspection

48. Last month, Mishika, a secretary in a large university, complained to OSHA that the air in her office made her sick. She could see green mold in the ventilation system. She had been treated for breathing problems 4 times in the past year. An OSHA inspector arrived at the plant this morning to provide which level of enforcement?

a) Imminent danger

b) Serious accident

c) Employee complaint

d) Target inspection

e) Random inspection

49. Roger, a chemical plant employee, fell from a catwalk into a live vat. He was rushed to the hospital with chemical burns this morning. An OSHA inspector is on site now, examining the scene of the accident. What level of enforcement is involved?

a) Actual danger

b) Serious accident

c) Employee complaint

d) Target inspection

e) Random inspection

50. The four-part program offered to small businesses includes all of the following EXCEPT:

a) management commitment and employee involvement.

b) development of an emergency plan for traveling executives.

c) worksite analysis.

d) hazard prevention and control.

e) training for employees.

51. Your company has 2,000 employees that experienced 200 reported accidents over the past year. The total number of hours worked by all employees during the year was 4,000,000. What is the incidence rate in your company?

a) 1

b) 10

c) 50

d) 100

e) 1000

52. Forty workers fell from iron smelter staging area when the main supports collapsed. All of them suffered broken bones, five were severely burned, and 11 employees died. This is the twentieth job-related accident reported in the 2000-employee plant during the last 6 months. What OSHA penalties can the organization expect?

a) Top executives may be criminally charged.

b) The firm will probably pay $70,000 in fines.

c) The firm will probably pay $10,000 in fines.

d) The firm will probably be required to install a workplace safety program and to fund research in that area.

e) OSHA will probably not assess a penalty.

53. Last month, the OSHA inspector in a dog food processing plant "red-flagged" a production area for an old and faulty mixing machine. Yesterday, the machine exploded, and blew the concoction all over the processing room. Fortunately, it was during the shift change, and no employees were injured. The plant has had record keeping violations in the past. What OSHA penalty can this firm expect?

a) No penalty if the records are accurate this time.

b) No penalty. Red-flagging exempts a firm from penalty for 60 days.

c) The shift supervisor will be dismissed.

d) Criminal charges may be filed against top management.

e) The firm will be fined a maximum of $70,000 per day until the situation is corrected.

54. Wei Xu, a secretary for a pharmaceutical manufacturer, was hospitalized with a severe allergic reaction after being stung by hornets on his vacation. He was hospitalized and missed two months of work due to the accident. What OSHA report would be filed?

a) The case would not be recorded. The incident is not work-related.

b) OSHA Form 7034 would be completed.

c) OSHA critical incident report would be filed.

d) The case would not be recorded. The incident was not severe enough to report.

e) OSHA Form 300 would be completed.

55. Brooke, a researcher for a pharmaceutical manufacturer was stung by a bee during a lab experiment. She was given an aspirin and an ice pack by the company nurse. An hour later she returned to work. What OSHA report would be filed?

a) The case would not be recorded. The incident is not work-related.

b) OSHA FORM 7034 would be completed.

c) The case would not be recorded. Pharmaceutical manufacturers are covered by other safety laws. OSHA does not apply.

d) The case would not be recorded. The injury did not require medical attention beyond first aid.

e) OSHA Form 200 would be completed.

56. Sayed, a university secretary, slipped on an icy campus sidewalk while delivering a memo to the provost. He was knocked unconscious and rushed to the hospital. The next day he returned to work with a slight headache and a large bruise on his forehead. What OSHA report would be filed?

a) The case would not be recorded. The incident is not work-related.

b) OSHA form 7053 would be filed.

c) OSHA Form 300 is required for all illnesses.

d) The case would not be recorded. The injury was not severe enough to report.

e) OSHA Form 300 would be completed because he lost consciousness.

57. Today is Angela’s first day on the job as safety administrator. This morning David came in bleeding, to get a Band-Aid for a paper cut from the copier. David chatted for a few minutes, and then returned to work. Then, Daniel was brought in, bleeding from a fall off a ladder. Angela checked him for concussion, and then sent him to the hospital. Roxy came in this afternoon, ill from her work in the paint shop. She received some stomach medication, and then returned to work. Angela turns to you, her supervisor and asks, “Which incidents do I count on the Form 300?” What is your reply?

a) Daniel and Roxy, not David

b) Daniel only

c) David only

d) Daniel, Roxy, and David

e) Roxy only

58. The leading cause of death on the job is

a) electrocution.

b) poisoning.

c) being struck by a forklift.

d) falling.

e) inhalation of dust.

59. Approximately, how many employees are murdered on the job each year in the United States?

a) 10

b) 500

c) 500

d) 10,000

e) 50,000

60. Brendan works for OSHA collecting data on workplace safety violations. In compiling the statistics for 2008, he found the top ten violations included all EXCEPT:

a) falling from ladders or scaffolding.

b) failure to wear respiratory protection.

c) electrocution from poorly designed electrical systems.

d) improper labeling of hazardous chemicals.

e) tripping over open file cabinet drawers.

61. Approximately, how many employees are victims of violent crimes on the job each year in the United States?

a) 1,000

b) 10,000

c) 100,000

d) 500,000

e) 1 million

62. Homicide is in the top three causes of work-related death in the United States. Which of the following is a factor that has greatly contributed to many women being killed on company premises?

a) Increase in unemployment

b) Domestic disputes

c) Alcoholism

d) Globalization

e) Downsizing

63. Repetitive stress injuries account for nearly \_\_\_\_\_\_\_\_\_ of annual workplace illnesses from headaches, swollen feet, back pain, or nerve damage.

a) 10%

b) 20%

c) 40%

d) 60%

e) 70%

64. Repetitive stress injuries account for \_\_\_\_\_\_\_\_\_ of all workers’ compensation claims.

a) ten percent

b) one-fourth

c) one-third

d) half

e) two-third

65. Aveena is conducting a manager workshop on employee disciplinary actions. This section she is doing a role play where the boss humiliates the subordinate, provoking him to anger. She stops to read some figures: 1000 employees are murdered each year on the job. What workplace issue is explored in the scenario?

a) Violence

b) Diversity

c) Equality

d) Globalization

e) Accommodation

66. Huma is in charge of a task force to reduce workplace violence in her city. She put together a brochure suggesting all of the following actions to reduce workplace violence EXCEPT:

a) train exit interviewers to treat all individuals with respect.

b) train management personnel to recognize troubled employees.

c) lay employees off quickly, without warning.

d) design EAPs specifically for troubled and potentially violent employees.

e) implement stronger security mechanisms.

67. Maureen came to work today with a black eye and mouth so swollen she couldn’t speak clearly. When questioned, she told her boss, Max, that her husband beat her up again, this time threatening to kill her. What should Max do?

a) Make sure the organization has adequate security to keep unauthorized or armed people out of the workplace.

b) Send Maureen to an EAP session.

c) Assign Maureen, on a temporary basis, to another work location.

d) Go talk to her husband.

e) File a formal grievance against Maureen’s husband.

68. Fred manages an overnight shipping service in a large eastern city. He has heard about the increase in workplace violence and wants to make sure nothing happens in his plant. He installed security checkpoints on all entrances to company premises. Is there anything else Fred can do?

a) Add psychological testing to the hiring requirements.

b) Move to another geographical location.

c) Provide free self-defense training for all employees.

d) Review video surveillance tapes each evening to spot strange behavior among employees.

e) Train managers to treat employees with respect during the discipline process.

69. Yvonne is a new employee at Toddler Toys, Inc. She is stressed because she is unclear as to what she should do on the job. What is the cause of Yvonne’s stress?

a) Role conflicts

b) Role overload

c) Lack of role model

d) Role ambiguity

e) Lack of assertiveness

70. Shreya is a lawyer in a large law firm in New York City. Her work is very demanding. She usually works between 60 and 70 hours per week. She is married and has a three-year old son, Deven. She is stressed due the demands of her work and family. What is the likely cause of her stress?

a) Role ambiguity

b) Inadequate compensation

c) Inadequate childcare arrangements

d) Role overload

e) Excessive competitive drive

71. Research indicates that U.S. employees with Internet access spend up to \_\_\_\_\_\_ percent of the workday visiting sites unrelated to their job.

a) 10

b) 15

c) 24

d) 45

e) 65

72. Edwina is the human resources manager of a large manufacturing firm. She noticed last year that turnover, illnesses, and unexcused absences were up by alarming percentages. She also noticed that productivity and morale were down. Edwina has prepared a survey of employees to identify their perceptions of formalization, leadership, communication, rules and procedures, staff support, meaningfulness, feedback, work pressures, and job involvement. What burnout reduction technique is Edwina using?

a) Avoidance

b) Identification

c) Prevention

d) Mediation

e) Renovation

73. It is estimated that in Japan, upwards of \_\_\_\_\_\_\_ individuals die annually from being overworked.

a) 100

b) 1,000

c) 5,000

d) 10,000

e) 50,000

74. Jonathan is always busy and feeling a sense of urgency. He is extremely competitive and has difficulty enjoying leisure time. What is Jonathan’s personality type?

a) Type A

b) Type B

c) Type C

d) Type X

e) Type Y

75. Ayden’s division of a large data entry shop had many workers compensation claims for headaches, swollen feet, back pain and nerve damage. He hired an ergonomics expert who suggested all of the following EXCEPT:

a) have adjustable desks and keyboards.

b) invest in adjustable chairs that are designed to reduce back strain.

c) paint an office bright white.

d) adjust lighting brightness to avoid video terminal eyestrain.

e) buy office equipment that is designed for your workers.

76. Connor has just moved to a state that does not make smoke free work environments mandatory. He goes to the HR department with a proposal for a smoke free environment, with a lounge and designated outside areas for smokers. He cites all of the following problems associated with smoking EXCEPT:

a) absenteeism.

b) property damage.

c) lost productivity.

d) health insurance costs.

e) shortened attention span.

77. Which of the following is NOT a technique for reducing burnout?

a) Mediation

b) Remediation

c) Prevention

d) Medication

e) Identification

78. Perceptions of role can be related to burnout. Which of the following is not a dimension associated with “perceptions of role”?

a) Autonomy

b) Administrative support

c) Being supervised

d) Accomplishment

e) Meaningfulness

79. Maggie is developing procedures for slowing down the burnout process in her manufacturing assembly division. She is using the following technique:

a) identification.

b) prevention.

c) mediation.

d) remediation.

e) all of the above.

80. Employee assistance programs were originally started to help employees with which of these problems?

a) Alcoholism

b) Gambling

c) Obesity

d) Post traumatic stress

e) Divorce

81. “Perceptions of organizations” can be related to burnout. Which of the following is not a dimension associated with “perceptions of organizations”?

a) Leadership

b) Staff support

c) Turnover rate

d) Rules and procedures

e) Peers

82. Which of the following is NOT an issue that is included in wellness programs?

a) Smoking cessation

b) Financial counseling

c) Stress management

d) Violence protection

e) Nutrition education

83. A general first-aid kit for executives on overseas assignments should have all EXCEPT the following:

a) over-the-counter medications.

b) prescription drugs.

c) water-purifying tabs.

d) a map of the cities being visited.

e) disinfectant solutions.

84. Which of the following may be unwise when on a business trip overseas?

a) Flying first class

b) Wearing low-key clothing

c) Traveling in small groups

d) Upon arrival at the airport, checking in at the airline’s ticket counter immediately

e) Avoiding luggage tags with titles such as “Vice President”.