



2020-2021

Technical Skills Assessment

Business Management

Results by Standard

Legend (%)		
0-50%	51-75%	76-100%

Assessment: Business Management/High School of Business Number tested: 181	% Correct 17-18	% Correct 18-19	% Correct 20-21
CONTENT STANDARD 1.0: FUNCTIONS OF MANAGEMENT	68.78%	65.03%	67.85%
Performance Standard 1.1: Planning Function	67.85%	64.03%	65.33%
1.1.1 Explain what planning is and why it is done.	81.09%	76.19%	79.91%
1.1.2 Demonstrate the ability to set priorities.	48.51%	45.00%	45.20%
1.1.3 Apply the decision-making process to a business application.	57.96%	49.05%	46.94%
1.1.5 Define the role of strategic planning in a business.	81.09%	79.05%	83.84%
1.1.6 Identify factors involved with a strategic plan.	68.66%	66.19%	65.50%
1.1.7 Describe the process involved in developing a budget.	90.55%	85.24%	86.46%
1.1.8. Evaluation and measurement strategies for the effectiveness of plan implementation.	67.91%	66.19%	68.12%
1.1.9 Explore company values, vision and mission statement.	65.42%	63.10%	64.63%
Performance Standard 1.2: Organizing Function	56.38%	52.06%	56.77%
1.2.1 Explain the importance of organizing for the business.	69.90%	64.52%	69.21%
1.2.4 Describe how the organization provides for accountability through authority and responsibility.	29.35%	27.14%	31.88%
Performance Standard 1.3: Directing Function	82.34%	77.98%	83.52%
1.3.1 Identify the need for leadership.	82.34%	77.98%	83.52%
Performance Standard 1.4: Controlling and Evaluating Functions	63.68%	65.24%	71.18%
1.4.4 Determine alternative actions when goals are not being met in a specific situation (e.g., changing goals, changing strategies)	63.68%	65.24%	71.18%
CONTENT STANDARD 2.0: FINANCIAL DECISION MAKING	79.77%	76.98%	80.49%
Performance Standard 2.1: Internal and External Financial Statements	87.56%	82.62%	85.37%
2.1.1 Describe why financial statements are important	97.01%	91.43%	94.32%
2.1.2 Analyze and interpret data on financial statements	78.11%	73.81%	76.42%
Performance Standard 2.2: Financial Data in Planning	64.18%	65.71%	70.74%
2.2.1 Distinguish between short- and long-term plans.	64.18%	65.71%	70.74%
CONTENT STANDARD 3.0: COMPETITIVE ANALYSIS AND MARKETING STRATEGIES	69.98%	66.67%	67.25%

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Performance Standard 3.1: Business Competition	90.05%	88.10%	88.65%
3.1.1 Identify ways businesses compete with one another (e.g., quality, service, status, price).	90.05%	88.10%	88.65%
Performance Standard 3.2: Competitive Advantage	68.16%	68.57%	67.25%
3.2.3 Analyze relative competitive strengths and weaknesses using appropriate tools [e.g., strengths,	68.16%	68.57%	67.25%
Performance Standard 3.3: Internal Comparisons and External Research Services	57.21%	51.75%	52.98%
3.3.2 Explain the purposes of internal research services and why businesses use	27.36%	24.29%	25.33%
3.3.3 Describe why an ongoing analysis of customer satisfaction is necessary for	72.14%	65.48%	66.81%
CONTENT STANDARD 4.0: HUMAN RESOURCE MANAGEMENT	64.25%	60.76%	63.76%
Performance Standard 4.1: Employee Development	66.67%	61.67%	69.43%
4.1.3 Identify different types of orientation and training needed.	84.58%	78.57%	82.97%
4.1.6 Determine preventive actions for office communication problems.	48.76%	44.76%	55.90%
Performance Standard 4.3: Recruiting and Selection	79.35%	75.48%	77.73%
4.3.3 Complete a job application form.	79.35%	75.48%	77.73%
Performance Standard 4.5: Compensation, Promotion, Benefits, and Incentives	46.02%	43.10%	46.72%
4.5.1 Identify benefits available to all employees.	41.29%	40.48%	41.48%
4.5.2 Explain the methods used to compensate employees (e.g., wages, salary, commission).	41.29%	35.48%	41.27%
4.5.4 Calculate wages paid under various compensation methods.	69.65%	66.19%	73.36%
Performance Standard 4.8: Internal Communications	79.10%	75.71%	76.33%
4.8.1 Describe the methods used by management to communicate with employees (e.g., formal and informal).	84.58%	75.24%	79.04%
4.8.2 Demonstrate the effective use of various communication methods.	80.35%	78.81%	76.42%
4.8.4 Explain the importance of timely communication of information pertinent to employees.	75.12%	72.86%	74.89%
CONTENT STANDARD 5.0: ORGANIZATIONAL STRUCTURE	66.04%	68.33%	69.21%
Performance Standard 5.2: Business Ownership	66.04%	68.33%	69.21%
5.2.1 Identify and provide examples of basic ownership forms.	61.94%	63.10%	67.47%
5.2.2 Compare and contrast the forms of business ownership.	76.12%	75.71%	74.67%
5.2.3 Identify variations of basic ownership forms (e.g., franchises, employee stock ownership programs).	64.18%	71.43%	67.25%
CONTENT STANDARD 6.0: GENERAL MANAGMENT SKILLS	81.09%	74.76%	78.38%
Performance Standard 6.1: Time Management Skills	85.57%	79.05%	85.15%
6.1.1 Discuss the importance of time management, both professionally and personally, including the consequences of poor time management skills.	85.57%	79.05%	85.15%
Performance Standard 6.4: Entrepreneurial Thinking	76.62%	70.48%	71.62%
6.4.1 Define the entrepreneurial way of thinking and describe why it is important (e.g. opportunity recognition).	76.62%	70.48%	71.62%
CONTENT STANDARD 7.0: KNOWLEDGE OF ETHICS	65.12%	63.47%	67.10%
Performance Standard 7.1: Ethics in Decision Making	73.19%	67.20%	70.65%

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7.1.1 Describe a personal code of ethical behavior.	70.65%	64.05%	64.85%
7.1.2 Explain the importance of trust for the successful conduct of business.	82.09%	76.43%	83.84%
7.1.3 Give examples of how unethical behavior results in higher prices for consumers (e.g., insurance fraud).	83.08%	75.71%	79.04%
7.1.6 Describe a business code of ethical behavior.	77.11%	71.43%	73.36%
7.1.7 Give examples of how unethical behavior leads to governmental regulations.	44.28%	40.00%	43.23%
7.1.8 Determine appropriate action in situations requiring application of business ethics.	71.64%	65.24%	69.43%
Performance Standard 7.2: Code of Ethics	64.43%	62.38%	65.72%
7.2.4 Identify ethical considerations involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft).	72.14%	71.90%	72.93%
7.2.5 Identify ethical considerations affecting consumers (e.g., false advertising, shoplifting).	73.38%	68.81%	74.89%
7.2.6 Select the best ways to handle confidential information.	47.76%	46.43%	49.34%
Performance Standard 7.3: Social Responsibility	42.29%	54.44%	59.24%
7.3.1 Define social responsibility.	27.36%	73.33%	72.93%
7.3.3 Identify ways in which a business organization demonstrates social responsibility toward its internal and external stakeholders.	23.88%	20.48%	28.82%
7.3.5 Recognize the long-term impact of practicing social responsibility.	75.62%	69.52%	75.98%
CONTENT STANDARD 8.0: GOVERNMENT REGULATIONS AND SOCIAL RESPONSIBILITY	70.65%	66.67%	68.12%
Performance Standard 8.2: Community Involvement	70.65%	66.67%	68.12%
8.2.2 Identify specific ways in which a company can help its community (e.g., jobs, taxes, contributions to special community projects).	70.65%	66.67%	68.12%
CONTENT STANDARD 10.0: OPERATIONS MANAGEMENT	61.55%	61.29%	62.38%
Performance Standard 10.1: Operations Management Principles and Procedures	25.62%	24.52%	28.17%
10.1.2 Identify the factors considered when selecting suppliers (e.g., quality, price, reliable delivery).	25.62%	24.52%	28.17%
Performance Standard 10.2: Managing Inventory	75.92%	76.00%	76.07%
10.2.1 Identify the problems associated with having too much or too little inventory.	76.37%	77.38%	75.76%
10.2.2 Apply methods used to count and inspect incoming inventory.	35.82%	35.71%	38.43%
10.2.3 Identify the basic forms of inventory carried by a manufacturing firm (e.g., materials and parts, work in process, finished goods).	95.52%	94.76%	95.20%
10.2.6 Develop a system for maintaining inventory control (e.g., receiving, tracking, securing, reordering).	95.52%	94.76%	95.20%
CONTENT STANDARD 11.0: POSITIVE CUSTOMER RELATIONS	75.49%	71.97%	74.57%
Performance Standard 11.1: Positive Relationships to Enhance Company Image	72.42%	70.20%	72.86%
11.1.1 Evaluate the nature of positive customer relations.	79.10%	79.05%	77.07%
11.1.2 Demonstrate a customer service mindset.	72.89%	72.38%	73.36%
11.1.3 Apply business policies to respond appropriately to customer inquiries.	54.23%	48.81%	57.42%

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11.1.4 Explain management	94.53%	90.95%	94.32%
Performance Standard 11.2: Resolving Conflicts to Encourage Repeat Business	80.10%	74.88%	76.97%
11.2.1 Resolve difficult customer situations.	83.08%	75.95%	79.91%
11.2.2 Formulate solutions to customer/client complaints.	77.11%	73.81%	74.02%
Performance Standard 11.3: Brand Promise	74.13%	70.63%	73.27%
11.3.1 Describe a company's brand promise.	72.06%	71.03%	70.52%
11.3.2 Determine ways of reinforcing a company's image through employee performance.	78.28%	69.84%	78.75%
Performance Standard 11.4: Customer Relationship Management	83.08%	78.33%	81.66%
11.4.2 Explain the role of ethics in customer relationship management.	83.08%	78.33%	81.66%
CONTENT STANDARD 12.0: PROJECT MANAGEMENT	30.10%	26.43%	25.98%
Performance Standard 12.1: Project Plan	30.10%	26.43%	25.98%
12.1.1 Prepare and critique a project plan.	30.10%	26.43%	25.98%