



# 2022-2023

## Technical Skills Assessment

### Business Management

### Results by Standard

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

<b>Assessment:</b> Business Management/High School of Business	<b>% Correct</b>	<b>% Correct</b>	<b>% Correct</b>
<b>Number tested:</b> 269	<b>20-21</b>	<b>21-22</b>	<b>22-23</b>
<b>CONTENT STANDARD 1.0: FUNCTIONS OF MANAGEMENT</b>	67.85%	62.18%	67.54%
<b>Performance Standard 1.1: Planning Function</b>	65.33%	60.67%	67.23%
1.1.1 Explain what planning is and why it is done.	79.91%	68.75%	87.54%
1.1.2 Demonstrate the ability to set priorities.	45.20%	44.58%	43.08%
1.1.3 Apply the decision-making process to a business application.	46.94%	44.17%	49.65%
1.1.5 Define the role of strategic planning in a business.	83.84%	76.04%	80.28%
1.1.6 Identify factors involved with a strategic plan.	65.50%	59.17%	72.66%
1.1.7 Describe the process involved in developing a budget.	86.46%	80.00%	88.58%
1.1.8. Evaluation and measurement strategies for the effectiveness of plan implementation.	68.12%	61.46%	70.76%
1.1.9 Explore company values, vision and mission statement.	64.63%	64.17%	68.86%
<b>Performance Standard 1.2: Organizing Function</b>	56.77%	52.78%	52.25%
1.2.1 Explain the importance of organizing for the business.	69.21%	65.21%	64.71%
1.2.4 Describe how the organization provides for accountability through authority and responsibility.	31.88%	27.92%	27.34%
<b>Performance Standard 1.3: Directing Function</b>	83.52%	75.83%	81.92%
1.3.1 Identify the need for leadership.	83.52%	75.83%	81.92%
<b>Performance Standard 1.4: Controlling and Evaluating Functions</b>	71.18%	55.42%	59.86%
1.4.4 Determine alternative actions when goals are not being met in a specific situation (e.g., changing goals, changing strategies)	71.18%	55.42%	59.86%
<b>CONTENT STANDARD 2.0: FINANCIAL DECISION MAKING</b>	80.49%	73.89%	77.74%
<b>Performance Standard 2.1: Internal and External Financial Statements</b>	85.37%	76.67%	84.08%
2.1.1 Describe why financial statements are important	94.32%	91.25%	95.50%
2.1.2 Analyze and interpret data on financial statements	76.42%	62.08%	72.66%
<b>Performance Standard 2.2: Financial Data in Planning</b>	70.74%	68.33%	65.05%
2.2.1 Distinguish between short- and long-term plans.	70.74%	68.33%	65.05%
<b>CONTENT STANDARD 3.0: COMPETITIVE ANALYSIS AND MARKETING STRATEGIES</b>	67.25%	59.86%	64.30%

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<b>Performance Standard 3.1: Business Competition</b>	88.65%	82.50%	84.43%
3.1.1 Identify ways businesses compete with one another (e.g., quality, service, status, price).	88.65%	82.50%	84.43%
<b>Performance Standard 3.2: Competitive Advantage</b>	67.25%	56.25%	60.55%
3.2.3 Analyze relative competitive strengths and weaknesses using appropriate tools [e.g., strengths,	67.25%	56.25%	60.55%
<b>Performance Standard 3.3: Internal Comparisons and External Research Services</b>	52.98%	45.97%	52.13%
3.3.2 Explain the purposes of internal research services and why businesses use	25.33%	24.17%	28.37%
3.3.3 Describe why an ongoing analysis of customer satisfaction is necessary for	66.81%	56.88%	64.01%
<b>CONTENT STANDARD 4.0: HUMAN RESOURCE MANAGEMENT</b>	63.76%	56.78%	61.36%
<b>Performance Standard 4.1: Employee Development</b>	69.43%	63.54%	65.57%
4.1.3 Identify different types of orientation and training needed.	82.97%	72.08%	78.89%
4.1.6 Determine preventive actions for office communication problems.	55.90%	55.00%	52.25%
<b>Performance Standard 4.3: Recruiting and Selection</b>	77.73%	75.21%	78.89%
4.3.3 Complete a job application form.	77.73%	75.21%	78.89%
<b>Performance Standard 4.5: Compensation, Promotion, Benefits, and Incentives</b>	46.72%	38.40%	43.83%
4.5.1 Identify benefits available to all employees.	41.48%	37.78%	41.18%
4.5.2 Explain the methods used to compensate employees (e.g., wages, salary, commission).	41.27%	30.63%	36.33%
4.5.4 Calculate wages paid under various compensation methods.	73.36%	55.83%	66.78%
<b>Performance Standard 4.8: Internal Communications</b>	76.33%	68.75%	73.70%
4.8.1 Describe the methods used by management to communicate with employees (e.g., formal and informal).	79.04%	66.25%	75.43%
4.8.2 Demonstrate the effective use of various communication methods.	76.42%	69.17%	75.95%
4.8.4 Explain the importance of timely communication of information pertinent to employees.	74.89%	69.58%	70.59%
<b>CONTENT STANDARD 5.0: ORGANIZATIONAL STRUCTURE</b>	69.21%	59.48%	64.53%
<b>Performance Standard 5.2: Business Ownership</b>	69.21%	59.48%	64.53%
5.2.1 Identify and provide examples of basic ownership forms.	67.47%	60.00%	59.86%
5.2.2 Compare and contrast the forms of business ownership.	74.67%	61.25%	76.12%
5.2.3 Identify variations of basic ownership forms (e.g., franchises, employee stock ownership programs).	67.25%	56.67%	62.28%
<b>CONTENT STANDARD 6.0: GENERAL MANAGEMENET SKILLS</b>	78.38%	75.63%	79.07%
<b>Performance Standard 6.1: Time Management Skills</b>	85.15%	85.83%	89.97%
6.1.1 Discuss the importance of time management, both professionally and personally, including the consequences of poor time management skills.	85.15%	85.83%	89.97%
<b>Performance Standard 6.4: Entrepreneurial Thinking</b>	71.62%	65.42%	68.17%
6.4.1 Define the entrepreneurial way of thinking and describe why it is important (e.g. opportunity recognition).	71.62%	65.42%	68.17%
<b>CONTENT STANDARD 7.0: KNOWLEDGE OF ETHICS</b>	67.10%	59.21%	66.99%
<b>Performance Standard 7.1: Ethics in Decision Making</b>	70.65%	63.33%	71.09%

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7.1.1 Describe a personal code of ethical behavior.	64.85%	56.25%	66.96%
7.1.2 Explain the importance of trust for the successful conduct of business.	83.84%	74.38%	86.51%
7.1.3 Give examples of how unethical behavior results in higher prices for consumers (e.g., insurance fraud).	79.04%	77.92%	84.43%
7.1.6 Describe a business code of ethical behavior.	73.36%	67.08%	68.69%
7.1.7 Give examples of how unethical behavior leads to governmental regulations.	43.23%	40.00%	43.25%
7.1.8 Determine appropriate action in situations requiring application of business ethics.	69.43%	56.67%	67.82%
<b>Performance Standard 7.2: Code of Ethics</b>	65.72%	56.81%	64.76%
7.2.4 Identify ethical considerations involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft).	72.93%	64.79%	70.59%
7.2.5 Identify ethical considerations affecting consumers (e.g., false advertising, shoplifting).	74.89%	63.75%	70.93%
7.2.6 Select the best ways to handle confidential information.	49.34%	41.88%	52.77%
<b>Performance Standard 7.3: Social Responsibility</b>	59.24%	51.67%	59.17%
7.3.1 Define social responsibility.	72.93%	57.50%	74.74%
7.3.3 Identify ways in which a business organization demonstrates social responsibility toward its internal and external stakeholders.	28.82%	32.50%	29.76%
7.3.5 Recognize the long-term impact of practicing social responsibility.	75.98%	65.00%	73.01%
<b>CONTENT STANDARD 8.0: GOVERNMENT REGULATIONS AND SOCIAL RESPONSIBILITY</b>	68.12%	61.25%	72.66%
<b>Performance Standard 8.2: Community Involvement</b>	68.12%	61.25%	72.66%
8.2.2 Identify specific ways in which a company can help its community (e.g., jobs, taxes, contributions to special community projects).	68.12%	61.25%	72.66%
<b>CONTENT STANDARD 10.0: OPERATIONS MANAGEMENT</b>	62.38%	59.05%	60.36%
<b>Performance Standard 10.1: Operations Management Principles and Procedures</b>	28.17%	27.50%	25.78%
10.1.2 Identify the factors considered when selecting suppliers (e.g., quality, price, reliable delivery).	28.17%	27.50%	25.78%
<b>Performance Standard 10.2: Managing Inventory</b>	76.07%	71.67%	74.19%
10.2.1 Identify the problems associated with having too much or too little inventory.	75.76%	69.58%	74.39%
10.2.2 Apply methods used to count and inspect incoming inventory.	38.43%	41.67%	35.99%
10.2.3 Identify the basic forms of inventory carried by a manufacturing firm (e.g., materials and parts, work in process, finished goods).	95.20%	88.75%	93.08%
10.2.6 Develop a system for maintaining inventory control (e.g., receiving, tracking, securing, reordering).	95.20%	88.75%	93.08%
<b>CONTENT STANDARD 11.0: POSITIVE CUSTOMER RELATIONS</b>	74.57%	67.31%	72.63%
<b>Performance Standard 11.1: Positive Relationships to Enhance Company Image</b>	72.86%	66.61%	71.58%
11.1.1 Evaluate the nature of positive customer relations.	77.07%	72.29%	80.28%
11.1.2 Demonstrate a customer service mindset.	73.36%	66.67%	70.93%

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11.1.3 Apply business policies to respond appropriately to customer inquiries.	57.42%	49.17%	52.42%
11.1.4 Explain management	94.32%	90.00%	93.77%
<b>Performance Standard 11.2: Resolving Conflicts to Encourage Repeat Business</b>	76.97%	70.21%	76.30%
11.2.1 Resolve difficult customer situations.	79.91%	71.04%	78.55%
11.2.2 Formulate solutions to customer/client complaints.	74.02%	69.38%	74.05%
<b>Performance Standard 11.3: Brand Promise</b>	73.27%	65.42%	71.20%
11.3.1 Describe a company's brand promise.	70.52%	64.86%	69.84%
11.3.2 Determine ways of reinforcing a company's image through employee performance.	78.75%	66.53%	73.93%
<b>Performance Standard 11.4: Customer Relationship Management</b>	81.66%	72.50%	75.43%
11.4.2 Explain the role of ethics in customer relationship management.	81.66%	72.50%	75.43%
<b>CONTENT STANDARD 12.0: PROJECT MANAGEMENT</b>	25.98%	22.50%	24.39%
<b>Performance Standard 12.1: Project Plan</b>	25.98%	22.50%	24.39%
12.1.1 Prepare and critique a project plan.	25.98%	22.50%	24.39%