



# 2024-2025

## Technical Skills Assessment

### Business Management

### Results by Standard

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

Assessment: Business Management/High School of Business Number tested: 411	% Correct 21-22	% Correct 22-23	% Correct 23-24	% Correct 24-25
<b>CONTENT STANDARD 1.0: FUNCTIONS OF MANAGEMENT</b>	62.18%	67.54%	69.34%	70.74%
<b>Performance Standard 1.1: Planning Function</b>	60.67%	67.23%	68.59%	70.25%
1.1.1 Explain what planning is and why it is done.	68.75%	87.54%	87.35%	86.13%
1.1.2 Demonstrate the ability to set priorities.	44.58%	43.08%	50.00%	50.93%
1.1.3 Apply the decision-making process to a business application.	44.17%	49.65%	52.19%	56.00%
1.1.5 Define the role of strategic planning in a business.	76.04%	80.28%	83.82%	83.75%
1.1.6 Identify factors involved with a strategic plan.	59.17%	72.66%	65.21%	67.70%
1.1.7 Describe the process involved in developing a budget.	80.00%	88.58%	87.59%	87.16%
1.1.8. Evaluation and measurement strategies for the effectiveness of plan implementation.	61.46%	70.76%	69.34%	71.84%
1.1.9 Explore company values, vision and mission statement.	64.17%	68.86%	70.44%	73.60%
<b>Performance Standard 1.2: Organizing Function</b>	52.78%	52.25%	53.28%	55.56%
1.2.1 Explain the importance of organizing for the business.	65.21%	64.71%	66.06%	67.81%
1.2.4 Describe how the organization provides for accountability through authority and responsibility.	27.92%	27.34%	27.74%	31.06%
<b>Performance Standard 1.3: Directing Function</b>	75.83%	81.92%	83.76%	84.52%
1.3.1 Identify the need for leadership.	75.83%	81.92%	83.76%	84.52%
<b>Performance Standard 1.4: Controlling and Evaluating Functions</b>	55.42%	59.86%	69.59%	67.49%
1.4.4 Determine alternative actions when goals are not being met in a specific situation (e.g., changing goals, changing strategies)	55.42%	59.86%	69.59%	67.49%
<b>CONTENT STANDARD 2.0: FINANCIAL DECISION MAKING</b>	73.89%	77.74%	79.89%	81.64%
<b>Performance Standard 2.1: Internal and External Financial Statements</b>	76.67%	84.08%	86.01%	86.85%
2.1.1 Describe why financial statements are important	91.25%	95.50%	91.48%	92.13%
2.1.2 Analyze and interpret data on financial statements	62.08%	72.66%	80.54%	81.57%
<b>Performance Standard 2.2: Financial Data in Planning</b>	68.33%	65.05%	67.64%	71.22%
2.2.1 Distinguish between short- and long-term plans.	68.33%	65.05%	67.64%	71.22%

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<b>CONTENT STANDARD 3.0: COMPETITIVE ANALYSIS AND MARKETING STRATEGIES</b>	59.86%	64.30%	67.60%	70.22%
<b>Performance Standard 3.1: Business Competition</b>	82.50%	84.43%	89.54%	89.75%
3.1.1 Identify ways businesses compete with one another (e.g., quality, service, status, price).	82.50%	84.43%	89.54%	89.75%
<b>Performance Standard 3.2: Competitive Advantage</b>	56.25%	60.55%	66.91%	69.98%
3.2.3 Analyze relative competitive strengths and weaknesses using appropriate tools [e.g., strengths, weaknesses, opportunities, threats (SWOT)].	56.25%	60.55%	66.91%	69.98%
<b>Performance Standard 3.3: Internal Comparisons and External Research Services</b>	45.97%	52.13%	53.20%	57.28%
3.3.2 Explain the purposes of internal research services and why businesses use them (e.g., consumer affairs, consumer panels, and marketing research).	24.17%	28.37%	26.03%	34.99%
3.3.3 Describe why an ongoing analysis of customer satisfaction is necessary for attaining competitive advantage.	56.88%	64.01%	66.79%	68.43%
<b>CONTENT STANDARD 4.0: HUMAN RESOURCE MANAGEMENT</b>	56.78%	61.36%	64.01%	64.76%
<b>Performance Standard 4.1: Employee Development</b>	63.54%	65.57%	69.71%	69.25%
4.1.3 Identify different types of orientation and training needed.	72.08%	78.89%	80.29%	81.16%
4.1.6 Determine preventive actions for office communication problems.	55.00%	52.25%	59.12%	57.35%
<b>Performance Standard 4.3: Recruiting and Selection</b>	75.21%	78.89%	78.83%	76.60%
4.3.3 Complete a job application form.	75.21%	78.89%	78.83%	76.60%
<b>Performance Standard 4.5: Compensation, Promotion, Benefits, and Incentives</b>	38.40%	43.83%	45.74%	46.51%
4.5.1 Identify benefits available to all employees.	37.78%	41.18%	42.98%	42.58%
4.5.2 Explain the methods used to compensate employees (e.g., wages, salary, commission).	30.63%	36.33%	36.98%	38.10%
4.5.4 Calculate wages paid under various compensation methods.	55.83%	66.78%	71.53%	75.16%
<b>Performance Standard 4.8: Internal Communications</b>	68.75%	73.70%	77.71%	80.12%
4.8.1 Describe the methods used by management to communicate with employees (e.g., formal and informal).	66.25%	75.43%	81.27%	85.92%
4.8.2 Demonstrate the effective use of various communication methods.	69.17%	75.95%	77.01%	79.09%
4.8.4 Explain the importance of timely communication of information pertinent to employees.	69.58%	70.59%	76.64%	78.26%
<b>CONTENT STANDARD 5.0: ORGANIZATIONAL STRUCTURE</b>	59.48%	64.53%	65.75%	66.15%
<b>Performance Standard 5.2: Business Ownership</b>	59.48%	64.53%	65.75%	66.15%
5.2.1 Identify and provide examples of basic ownership forms.	60.00%	59.86%	65.45%	62.63%
5.2.2 Compare and contrast the forms of business ownership.	61.25%	76.12%	71.53%	74.95%
5.2.3 Identify variations of basic ownership forms (e.g., franchises, employee stock ownership programs).	56.67%	62.28%	60.58%	64.39%

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<b>CONTENT STANDARD 6.0: GENERAL MANAGEMENET SKILLS</b>	75.63%	79.07%	80.54%	79.50%
<b>Performance Standard 6.1: Time Management Skills</b>	85.83%	89.97%	87.10%	87.16%
6.1.1 Discuss the importance of time management, both professionally and personally, including the consequences of poor time management skills.	85.83%	89.97%	87.10%	87.16%
<b>Performance Standard 6.4: Entrepreneurial Thinking</b>	65.42%	68.17%	73.97%	71.84%
6.4.1 Define the entrepreneurial way of thinking and describe why it is important (e.g. opportunity recognition).	65.42%	68.17%	73.97%	71.84%
<b>CONTENT STANDARD 7.0: KNOWLEDGE OF ETHICS</b>	59.21%	66.99%	68.21%	68.44%
<b>Performance Standard 7.1: Ethics in Decision Making</b>	63.33%	71.09%	72.56%	71.50%
7.1.1 Describe a personal code of ethical behavior.	56.25%	66.96%	65.21%	65.32%
7.1.2 Explain the importance of trust for the successful conduct of business.	74.38%	86.51%	81.51%	82.82%
7.1.3 Give examples of how unethical behavior results in higher prices for consumers (e.g., insurance fraud).	77.92%	84.43%	78.10%	74.74%
7.1.6 Describe a business code of ethical behavior.	67.08%	68.69%	79.81%	75.67%
7.1.7 Give examples of how unethical behavior leads to governmental regulations.	40.00%	43.25%	49.64%	49.69%
7.1.8 Determine appropriate action in situations requiring application of business ethics.	56.67%	67.82%	72.26%	71.43%
<b>Performance Standard 7.2: Code of Ethics</b>	56.81%	64.76%	65.77%	66.60%
7.2.4 Identify ethical considerations involving employer/employee relationships (e.g., poor working conditions, hours wasted on the job, employee theft).	64.79%	70.59%	71.29%	74.33%
7.2.5 Identify ethical considerations affecting consumers (e.g., false advertising, shoplifting).	63.75%	70.93%	75.55%	75.47%
7.2.6 Select the best ways to handle confidential information.	41.88%	52.77%	50.49%	50.00%
<b>Performance Standard 7.3: Social Responsibility</b>	51.67%	59.17%	60.02%	62.94%
7.3.1 Define social responsibility.	57.50%	74.74%	71.53%	75.57%
7.3.3 Identify ways in which a business organization demonstrates social responsibility toward its internal and external stakeholders.	32.50%	29.76%	30.41%	33.95%
7.3.5 Recognize the long-term impact of practicing social responsibility.	65.00%	73.01%	78.10%	79.30%
<b>CONTENT STANDARD 8.0: GOVERNMENT REGULATIONS AND SOCIAL RESPONSIBILITY</b>	61.25%	72.66%	72.02%	65.63%
<b>Performance Standard 8.2: Community Involvement</b>	61.25%	72.66%	72.02%	65.63%
8.2.2 Identify specific ways in which a company can help its community (e.g., jobs, taxes, contributions to special community projects).	61.25%	72.66%	72.02%	65.63%
<b>CONTENT STANDARD 10.0: OPERATIONS MANAGEMENT</b>	59.05%	60.36%	61.31%	62.47%
<b>Performance Standard 10.1: Operations Management Principles and Procedures</b>	27.50%	25.78%	28.47%	28.57%

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10.1.2 Identify the factors considered when selecting suppliers (e.g., quality, price, reliable delivery).	27.50%	25.78%	28.47%	28.57%
<b>Performance Standard 10.2: Managing Inventory</b>	71.67%	74.19%	74.45%	76.02%
10.2.1 Identify the problems associated with having too much or too little inventory.	69.58%	74.39%	75.43%	77.43%
10.2.2 Apply methods used to count and inspect incoming inventory.	41.67%	35.99%	34.06%	34.37%
10.2.3 Identify the basic forms of inventory carried by a manufacturing firm (e.g., materials and parts, work in process, finished goods).	88.75%	93.08%	93.67%	95.45%
10.2.6 Develop a system for maintaining inventory control (e.g., receiving, tracking, securing, reordering).	88.75%	93.08%	93.67%	95.45%
<b>CONTENT STANDARD 11.0: POSITIVE CUSTOMER RELATIONS</b>	67.31%	72.63%	75.17%	75.28%
<b>Performance Standard 11.1: Positive Relationships to Enhance Company Image</b>	66.61%	71.58%	73.58%	74.03%
11.1.1 Evaluate the nature of positive customer relations.	72.29%	80.28%	80.90%	82.82%
11.1.2 Demonstrate a customer service mindset.	66.67%	70.93%	75.91%	73.91%
11.1.3 Apply business policies to respond appropriately to customer inquiries.	49.17%	52.42%	53.16%	56.00%
11.1.4 Explain management	90.00%	93.77%	95.13%	92.75%
<b>Performance Standard 11.2: Resolving Conflicts to Encourage Repeat Business</b>	70.21%	76.30%	77.68%	78.05%
11.2.1 Resolve difficult customer situations.	71.04%	78.55%	77.49%	77.95%
11.2.2 Formulate solutions to customer/client complaints.	69.38%	74.05%	77.86%	78.16%
<b>Performance Standard 11.3: Brand Promise</b>	65.42%	71.20%	74.37%	73.75%
11.3.1 Describe a company's brand promise.	64.86%	69.84%	73.84%	72.50%
11.3.2 Determine ways of reinforcing a company's image through employee performance.	66.53%	73.93%	75.43%	76.26%
<b>Performance Standard 11.4: Customer Relationship Management</b>	72.50%	75.43%	79.32%	80.95%
11.4.2 Explain the role of ethics in customer relationship management.	72.50%	75.43%	79.32%	80.95%
<b>CONTENT STANDARD 12.0: PROJECT MANAGEMENT</b>	22.50%	24.39%	24.82%	27.74%
<b>Performance Standard 12.1: Project Plan</b>	22.50%	24.39%	24.82%	27.74%
12.1.1 Prepare and critique a project plan.	22.50%	24.39%	24.82%	27.74%