

Online Examinations (Even Sem/Part-I/Part-II Examinations 2020 - 2021)

Course Name - --Performance and Compensation Management

Course Code - BBA604H

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Answer all the questions. Each question carry one mark.

9. 1. Which of the following terms refers to the process of evaluating an employee's current and/or past performance relative to his or her performance standards?

Mark only one oval.

- Recruitment
- Employee selection
- Performance appraisal
- Employee orientation

10. 2. In most organizations, which of the following is primarily responsible for appraising an employee's performance?

Mark only one oval.

- human resources manager
- company appraiser
- employee's direct supervisor
- EEO representative

11. 3. Which of the following is NOT one of the recommended guidelines for setting effective employee goals?

Mark only one oval.

- assigning specific goals
- assigning measurable goals
- administering consequences for failure to meet goals
- assigning challenging but doable goals

12. 4. SMART goals are best described as

Mark only one oval.

- strategic, moderate, achievable, relevant, and timely
- straight forward, meaningful, accessible, real, and tested
- specific, measurable, attainable, relevant, and timely
- specific, measurable, achievable, relevant, and tested

13. 5. All of the following are reasons for appraising an employee's performance EXCEPT

Mark only one oval.

- assisting with career planning
- correcting any work-related deficiencies
- creating an organizational strategy map
- determining appropriate salary and bonuses

14. 6. Which of the following is most likely NOT a role played by the HR department in the performance appraisal process?

Mark only one oval.

- providing performance appraisal training to supervisors
- monitoring the effectiveness of the appraisal system
- conducting appraisals of employees
- ensuring the appraisal system's compliance with EEO laws

15. 7. Which of the following is the easiest and most popular technique for appraising employee performance?

Mark only one oval.

- alternation ranking
- Likert
- graphic rating scale
- MBO

16. 8. Which performance appraisal technique lists traits and a range of performance values for each trait?

Mark only one oval.

- behaviourally anchored rating scale
- forced distribution
- graphic rating scale
- critical incident

17. 9. Which performance appraisal tool requires supervisors to categorize employees from best to worst on various traits?

Mark only one oval.

- digital dashboard
- critical incident method
- alternation ranking method
- graphic rating scale

18. 10. Which performance appraisal tool is being used when a supervisor places predetermined percentages of ratees into various performance categories?

Mark only one oval.

- behaviorally anchored rating scale
- graphic ranking scale
- forced distribution
- alternation ranking

19. 11. Which of the following measurement methods is similar to grading on a curve?

Mark only one oval.

- critical incident method
- graphic rating scale
- forced distribution
- constant sums rating

20. 12. Which of the following is one of the primary complaints regarding the use of the forced distribution method for performance appraisals?

Mark only one oval.

- difficult to implement
- high costs of administration
- harm to employee morale
- standardization of group sizes

21. 13. Which of the following is NOT a characteristic of the critical incident method for performance appraisal?

Mark only one oval.

- providing examples of excellent work performance
- connecting specific incidents with performance goals
- comparing and ranking employees within a group
- reflecting performance throughout the appraisal period

22. 14. Graphic rating scales are subject to all of the following problems EXCEPT

Mark only one oval.

- unclear standards
- halo effects
- complexity
- leniency

23. 15. It is most important that supervisors who choose management by objectives as a performance appraisal tool use _____

Mark only one oval.

- computerized notes
- EPM systems
- SMART goals
- graphic rating scales

24. 16. Which of the following terms refers to an appraisal that is too open to interpretation?

Mark only one oval.

- strictness
- halo effects
- unclear standards
- biased

25. 17. supervisor who frequently rates all employees as average on performance appraisals most likely has a problem known as _____

Mark only one oval.

- halo effect
- stereotyping
- central tendency
- strictness

26. 18. The best way to reduce the problem of central tendency in performance appraisals is to ____

Mark only one oval.

- use graphic rating scales
- establish SMART goals
- rank employees
- limit the number of appraisals

27. 19. Which performance appraisal problem is associated with supervisors giving all of their subordinates consistently high ratings?

Mark only one oval.

- central tendency
- strictness
- leniency
- recency effect

28. 20. The _____ problem occurs when supervisors tend to rate all their subordinates consistently low.

Mark only one oval.

- central tendency
- leniency
- strictness
- unclear standards

29. 21. All of the following guidelines will most likely improve the effectiveness of a performance appraisal EXCEPT _____

Mark only one oval.

- maintaining a diary of employees' performance during the year
- establishing a tool for employees to appeal performance appraisals
- using a graphic rating scale to ensure fair and consistent ratings
- knowing the advantages and disadvantages of different appraisal tools

30. 22. Which of the following is the primary advantage of using graphic rating scales as performance appraisal tools?

Mark only one oval.

- eliminates central tendency errors
- offers extremely high rate of accuracy
- provides quantitative rating for each employee
- links with mutually agreed upon performance objectives

31. 23. Which of the following terms refers to the process of allowing subordinates to rate their supervisor's performance anonymously?

Mark only one oval.

- supplemental evaluation
- downward feedback
- upward feedback
- peer evaluation

32. 24. Upward feedback primarily helps top-level managers to

Mark only one oval.

- protect the firm against biased appraisals
- implement organizational strategies
- diagnose management styles
- compare appraisal techniques

33. 25. When a supervisor must criticize a subordinate in an appraisal interview, it is most important for the supervisor to

Mark only one oval.

- limit negative feedback to once every year
- acknowledge the supervisor's personal biases in the situation
- provide specific examples of critical incidents
- hold the meeting with other people who can document the situation

34. 26. Organizations put maximum effort in measuring performance of organizational people because;

Mark only one oval.

- It makes procedures cost effective
- It leads to product innovation
- It helps in detecting the problems
- It assists in implementing new technology

35. 27. What is another term for 360-degree feedback?

Mark only one oval.

- Feedback loop
- Upward feedback
- Multi-source assessment
- Circle feedback

36. 28. Groups are called if jobs are similar

Mark only one oval.

- Scales
- Grades
- Classes
- Roles

37. 29. Currently Organizations are providing benefits to their employees

Mark only one oval.

- To enhance the MARKET share
- To create stronger customer relationship
- To attract new blood in the organization
- All of these

38. 30. Which of the following measurement methods rates employee performance? relative to other employees?

Mark only one oval.

- Graphic rating scale
- Critical incident method
- Essay method
- Comparative method

39. 31. Reasons for appraising a subordinate's performance includes

Mark only one oval.

- Appraisals play an integral role in performance management
- Appraisals play a part in the employer's salary raise decisions.
- The supervisor and the employee together develop a plan for correcting the employee's deficiencies
- All of these

40. 32. Steps that supervisors should follow in the performance appraisal process include all the following except

Mark only one oval.

- Define the job.
- Provide feedback.
- Prepare detailed forms and procedures to be used.
- Appraise performance

41. 33. Rating an employee high on several traits because he or she does one thing well is called the:

Mark only one oval.

- Central tendency
- Unclear standards.
- Halo effect
- Bias problem

42. 34. The process of evaluating an employee's current and/or past performance relative to his or her performance standards is called

Mark only one oval.

- recruitment
- employee selection
- organizational development
- performance appraisal

43. 35. When goal setting, performance appraisal, and development are consolidated into a single, common system designed to ensure that employee performance supports a company's strategy, it is called __

Mark only one oval.

- strategic organizational development
- performance appraisal
- performance management
- human resource management

44. 36. Managers following a traditional performance appraisal system will typically meet with employees on a __ basis.

Mark only one oval.

- daily
- weekly
- yearly
- monthly

45. 37. Which of the following is not one of the guidelines for effective goal setting?

Mark only one oval.

- assign specific goals
- assign measurable goals
- assign consequences for performance
- assign challenging but doable goals

46. 38. When using goal setting in performance management, the goals should be

Mark only one oval.

- difficult
- doable
- challenging
- All of these

47. 39. What do performance appraisals measure?

Mark only one oval.

- generic dimensions of performance
- performance of actual duties
- employee competency
- All of these

48. 40. Forced distribution refers to an appraisal method, which __

Mark only one oval.

- is based on progress made toward the accomplishment of measurable goals
- combines the benefits of narratives, critical incidents, and quantified scales by assigning scale points with specific examples of good or poor performance
- requires a supervisor to evaluate performance by assigning predetermined percentages of those being rated into performance categories
- requires that the supervisor keep a log of positive and negative examples of a subordinate's work-related behavior

49. 41. Which step in developing a behaviorally anchored rating scale involves clustering critical incidents into a smaller set of performance dimensions?

Mark only one oval.

- first
- second
- third
- fifth

50. 42. Graphic rating scales are subject to all of the following problems except __

Mark only one oval.

- unclear standards
- halo effects
- complexity
- central tendency

51. 43. Which of the following option is a component of remuneration?

Mark only one oval.

- External equity
- Commitment
- Fringe Benefits
- Motivation

52. 44. What is the alternate name for incentives?

Mark only one oval.

- Gratuity
- Paid holidays
- Payments by result
- None of these

53. 45. Which importance is emphasized by the reinforcement and expectancy theory?

Mark only one oval.

- Holding identical jobs in the organisation
- Seeking to restore equality
- Person actually experiencing award
- None of these

54. 46. Who are the two main stakeholders in an organisation?

Mark only one oval.

- CEO and top management
- Employers and employees
- Executives and owners
- None of these

55. 47. Which of these is a consequence of pay dissatisfaction?

Mark only one oval.

- Strikes
- Grievances
- Job dissatisfaction
- Turnover

56. 48. Which of these is an internal factor influencing remuneration?

Mark only one oval.

- Legislations
- Cost of living
- Business strategy
- Society

57. 49. Which of these is an advantage of the critical incidents methods while performing performance appraisal?

Mark only one oval.

- Minimize inventory costs
- Negative incidents are generally more noticeable than positive ones
- Evaluation is based on actual job behavior
- None of these

58. 50. What is the full form of "BARS"?

Mark only one oval.

- Behaviourally Anchored Rating Scales
- Baseline Accounting and Reporting System
- Budgeting Accounting and Reporting System
- None of these

59. 51. Which performance appraisal methods consumes a lot of time?

Mark only one oval.

- Tests And Observation
- Rating Scales
- Critical incident
- Essay method

60. 52. What does the 360 degree feedback assess?

Mark only one oval.

- Communication Skills
- Soft skills
- Team - building skills
- Behavioural Aspect

61. 53. Which of these options are the activities that constitute the core of performance management?

Mark only one oval.

- Performance interview
- Archiving performance data
- Use of appraisal data
- All of these

62. 54. What is the main objective of job evaluation?

Mark only one oval.

- Job is rated before the employee is appointed to occupy
- It is not compulsory
- To define satisfactory wage and salary differentials
- None of these

63. 55. Which of these options is one of the non - analytical methods of job evaluation?

Mark only one oval.

- Factor comparison method
- Point ranking method
- Job - grading method
- None of these

64. 56. What is linked with performance appraisal?

Mark only one oval.

- Job Design
- Development
- Job analysis
- None of these

65. 57. Which of the following is an alternate term used for performance appraisal?

Mark only one oval.

- Quality and quantity of output
- Job knowledge
- Employee assessment
- None of these

66. 58. Performance appraisal is a part of:

Mark only one oval.

- Compensation management system
- Performance management system
- Leave management system
- None of these

67. 59. Critical incidents technique is a method of:

Mark only one oval.

- Performance appraisal
- Job evaluation
- Both Performance appraisal and Job evaluation
- Neither Performance appraisal nor Job evaluation

68. 60. Job evaluation is used:

Mark only one oval.

- For employee performance assessment
- For management of change
- For salary design
- None of these

69. 61. The wage covering the bare minimum needs of the employees is known as:

Mark only one oval.

- Subsistence wage
- Minimum wage
- Fair wage
- Living wage

70. 62. Dearness allowance in India is a:

Mark only one oval.

- Statutory benefits
- Fringe benefits
- Incentive
- None of these

71. 63. Wages are paid to the

Mark only one oval.

- employee
- labor
- Manager
- Board of director

72. 64. Compensation is reward to the employee for their

Mark only one oval.

- Performance
- Work
- Contribution to organization
- Smartness

73. 65. First step of compensation process (management) is

Mark only one oval.

- Developing of pay Structure
- Evaluation of Job
- Pricing of Job
- Analysis of Job

74. 66. When the new economy policy in India has been passed?

Mark only one oval.

- 1948
- 1961
- 1991
- 1999

75. 67. Which theory explain the employee & employer Relationship

Mark only one oval.

- Maslow's hierarchy need theory
- Piece Rate theory
- Gantt – task theory
- Agency theory

76. 68. Job evaluation is a process

Mark only one oval.

- Continuous
- Yearly process (at end
- One – time process
- Random

77. 69. Which is not included in system of payment of Dearness Allowance?

Mark only one oval.

- General allowance
- Graduated Scale
- Cost of living & Consumer Price Index number
- Flat Rate

78. 70. Methods of job evaluation are-

Mark only one oval.

- Qualitative method
- Quantitative method
- Both Qualitative method and Quantitative method
- None of these

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