1. ______ is an objective assessment of an individual's performance against well-defined benchmarks.

a. Performance Appraisal  
b. HR Planning  
c. Information for goal identification  
d. None of the above  

Answer: a

2. What is linked with performance appraisal?

a. Job Design  
b. Development  
c. Job analysis  
d. None of the above  

Answer: c

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

a. Quality and quantity of output  
b. Job knowledge  
c. Employee assessment  
d. None of the above  

Answer: c
4. Match the following general applications of performance assessment with their specific purposes

I. Administrative Uses/ Decisions ----- A. Performance Feedback
II. Documentation --------------------- B. Lay - offs
III. Organisational Maintenance/ Objectives ---- C. Helping to meet legal requirements
IV. Developmental Uses ----- D. Evaluation of HR systems

a. I-C, II-D, III-B, IV-A
b. I-B, II-C, III-D, IV-A
c. I-B, II-C, III-D, IV-D
d. I-A, II-B, III-D, IV-C

Answer: b

5. Which of these is the main purpose of employee assessment?

a. Making correct decisions
b. To effect promotions based on competence and performance
b. Establish job expectations
d. None of the above

Answer: b
6. How performance appraisal can contribute to a firm's competitive advantage?

a. Ensures legal compliances
b. Minimising job dissatisfaction and turnover
c. Improves performance
d. All of the above

Answer: d

7. From the strategic point of view, in which three categories can an organisation be grouped?

a. Defenders
b. Prospectors
c. Analysers
d. All of the above

Answer: d

8. Successful defenders use performance appraisal for identifying ____________.

a. Staffing needs
b. Job behaviour
c. Training needs
d. None of the above

Answer: c
9. Analysers tend to emphasise both ______ and ______ and employee extensive training programmes.

a. Skill building and skill acquisition  
b. Current performance and past performance  
c. Strategy and behaviour  
d. None of the above

Answer: a

10. What do successful analysers tend to examine?

a. Division and corporate performance evaluation  
b. Current performance with past performance  
c. Ideal appraisal process  
d. None of the above

Answer: b

11. Rearrange the steps in appraisal process.

A. Objectives of performance appraisal  
B. Establish job expectations  
C. Design in appraisal programme  
D. Performance Management  
E. Appraise performance  
F. Performance interview  
G. Archive appraisal data  
H. Use appraisal data for appropriate purposes

a. DCHGFABE  
b. HGFEDBCA  
c. ABCFGHDE  
d. ABCDEFGH

Answer: d
12. Which of these is an issue while designing an appraisal programme?

a. Quality
b. What methods of appraisal are to be used
c. Quantity
d. Cost of effectiveness

Answer: b

13. State true or false

Raters can be immediate supervisors, specialists from the HR department, subordinates, peers, committees, clients and self-appraisals or a combination of all.

a. True
b. False

Answer: a

14. When appraisals are made by superiors, peers, subordinates and clients then it is called ____.

a. 360 degree feedback
b. 180 degree feedback
c. Self-appraisal
d. None of the above

Answer: a
15. Which company first developed the 360 degree system of appraisal?

a. Wipro in 1990  
b. Godrej Soaps in 1991  
d. None of the above

Answer: c

16. Which factors lower the accuracy rate of the rater?

a. The rater is aware of personal biases and is willing to take action to minimise their effect  
b. Performance factors are properly defined  
c. The rater has documented behaviours to improve the recall  
d. The rater is unable to express himself or herself honestly and unambiguously

Answer: d

17. Which of these is one of the seven criteria for assessing performance?

a. Community service  
b. Interpersonal contact  
c. Need for supervision  
d. All of the above

Answer: d
18. Which is the simplest and most popular technique for appraising employee performance?

a. Rating Scales  
b. Critical Incident  
c. Cost accounting  
d. BARS

Answer: a

19. State true or false

In the forced choice method the rater is forced to select statements which are readymade.

a. True  
b. False

Answer: a

20. Which of these is a major weakness of the forced distribution method?

a. Assumes that employee performance levels always conform to a normal distribution  
b. Work is reliable  
c. The error of central tendency  
d. None of the above

Answer: a
21. Which of the following option is a component of remuneration?

a. Fringe Benefits
b. Commitment
c. External equity
d. Motivation

Answer: a

22. What is the alternate name for incentives?

a. Gratuity
b. Paid holidays
c. Payments by result
d. None of the above

Answer: c

23. Match the following components of remuneration with their inclusions -

I. Fringe Benefits ------- A. Stock option
II. Job Context ---------- B. Challenging job responsibilities
III. Perquisites --------- C. Group Plans
IV. Incentives ----------- D. Medical Care

a. I-D, II-B, III-A, IV-C
b. I-B, II-A, III-C, IV-D
c. I-A, II-C, III-D, IV-B
d. I-C, II-B, III-D, IV-A

Answer: a
24. Which of these is a theory of remuneration?

A. Reinforcement  
B. Labour Market  
C. Agency  

a. A & B  
b. B & C  
c. A & C  
d. A, B & C  

Answer: c

25. Which importance is emphasised by the reinforcement and expectancy theory?

a. Person actually experiencing award  
b. Seeking to restore equality  
c. Holding identical jobs in the organisation  
d. None of the above  

Answer: a

26. Which are the three types of equities mentioned in the equity theory?

a. Internal  
b. External  
c. Individual  
d. All of the above  

Answer: d
27. _____ involves the perceived fairness of pay differentials

a. External equity  
b. Individual equity  
c. Internal equity  
d. All of the above

Answer: c

28. Who are the two main stakeholders in an organisation?

a. CEO and top management  
b. Employers and employees  
c. Executives and owners  
d. None of the above

Answer: b

29. Which of these is a consequence of pay dissatisfaction?

a. Strikes  
b. Grievances  
c. Turnover  
d. Job dissatisfaction

Answer: d

30. Which of these is an internal factor influencing remuneration?

a. Business strategy  
b. Cost of living  
c. Legislations  
d. Society

Answer: a
31. Rearrange the steps mentioned in a remuneration model.

A. Pay survey  
B. Job evaluation  
C. Pricing jobs  
D. Job hierarchy  
E. Job description  

a. ABCDE  
b. DCBEA  
c. EBDAC  
d. EACDB  

Answer: c

32. Which of the following is a challenge mentioned in remuneration?

a. Employee participation  
b. Pay secrecy  
c. Comparable worth  
d. All of the above  

Answer: d

33. Under which conditions does skill-based pay system work well?

a. Employee turnover is relatively high  
b. To set minimum wages for workers whose bargaining position is weak  
c. To abolish malpractices and abuses in wage and salary payments  
d. None of the above  

Answer: a
34. Which of the wage concept is higher than fair wage?

a. Minimum wage  
b. Living wage  
c. Team based pay  
d. None of the above  

Answer: b

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

a. Minimise inventory costs  
b. Negative incidents are generally more noticeable than positive ones  
c. Evaluation is based on actual job behaviour  
d. None of the above  

Answer: c

36. What is the full form of "BARS"?

a. Behaviourally Anchored Rating Scales  
b. Baseline Accounting and Reporting System  
c. Budgeting Accounting and Reporting System  
d. None of the above  

Answer: a
37. Which performance appraisal methods consumes a lot of time?

a. Essay method  
b. Rating Scales  
c. Critical incident  
d. Tests And Observation  

Answer: a

38. Which method is used for evaluating the performance of executives or supervisory positions?

a. Psychological Appraisals  
b. Assessment Centres  
c. Behaviourally Anchored Rating Scales  
d. 360 degree feedback  

Answer: b

39. What does the 360 degree feedback assess?

a. Communication Skills  
b. Behavioural Aspect  
c. Team - building skills  
d. Soft skills  

Answer: d
40. Which of these options are the activities that constitute the core of performance management?

a. Performance interview
b. Archiving performance data
c. Use of appraisal data
d. All of the above

Answer: d

41. Which is the biggest challenge faced while conducting performance appraisal?

a. Evaluating performance of self-managed teams
b. Presence of a formal appeal process
c. Appraisals based on traits are to be avoided
d. None of the above

Answer: a

42. What is the main objective of job evaluation?

a. Job is rated before the employee is appointed to occupy
b. It is not compulsory
c. To define satisfactory wage and salary differentials
d. None of the above

Answer: c
43. Which of these options is one of the non-analytical methods of job evaluation?

a. Job- grading method  
b. Point ranking method  
c. Factor comparison method  
d. None of the above

Answer: a

44. Which of these is an alternate to job evaluation?

a. Wage survey  
b. Employee classification  
c. Decision Bank Method  
d. None of the above

Answer: c

45. What do behaviourally anchored scales represent?

a. The scales are anchored by descriptions of actual job behaviour  
b. Superiors would feel comfortable to give feedback  
c. A range of descriptive statements of behaviour varying from the least to the most effective  
d. None of the above

Answer: c