

G L Bajaj Institute of Management and Research.PGDM Institute
Mid Term Quiz
Term-V
Performance Management and Competency Mapping
(Subject Code: PGH03)

PGDM Batch **2020-22**
Academic Session **2021-22**
Mid Term Quiz
Batch **2020-22**
Subject Name: **Performance Management and Competency Mapping**
Subject Code: **PGH03**
Name of Student
Maximum Marks: **40**
Marks Obtained

Note:

1. Writing anything except Roll Number on Quiz paper will be deemed as an act of indulging in unfair means and action shall be taken as per rules.
2. There is no negative marking for wrong answer.
3. Tick mark the correct answer.

Q1. 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?

- a Recruitment
- b Employee selection
- c **Performance appraisal**
- d Employee orientation

Q2. Which of the following is NOT one of the recommended guidelines for setting effective employee goals?

- a assigning specific goals
- b assigning measurable goals
- c assigning challenging but doable goals
- d **administering consequences for failure to meet goals**

Q3. Which performance appraisal tool is being used when a supervisor places predetermined percentages of rates into various performance categories?

- a behaviourally anchored rating scale
- b graphic ranking scale
- c alternation ranking
- d **forced distribution**

Q4. Kendra needs to rate five of her subordinates. She makes a chart of all possible pairs of employees for each trait being evaluated. Then, she indicates the better employee of each pair with a positive symbol on the chart. Finally, she totals the

- a comparison ranking scale
- b graphic ranking scale
- c alternation ranking
- d **paired comparison**

- Q5. Which performance appraisal tool requires a supervisor to maintain a log of positive and negative examples of a subordinate's work-related behavior?
- a alternation ranking
 - b paired comparison
 - c forced distribution
 - d **critical incident**
- Q6. What is the primary disadvantage of developing a behaviorally anchored rating scale?
- a costly
 - b time consuming
 - c **unreliable**
 - d lack of feedback for subordinates
- Q7. Which of the following is a performance appraisal problem that occurs when a supervisor's rating of a subordinate on one trait biases the rating of that person on other traits?
- a recency effect
 - b **halo effect**
 - c central tendency
 - d discrimination
- Q8. Who is in the best position to observe and evaluate an employee's performance for the purposes of a performance appraisal?
- a peers
 - b customers
 - c top management
 - d **immediate supervisor**
- Q9. Which of the following terms refers to a performance appraisal based on surveys from peers, supervisors, subordinates, and customers?
- a **360-degree feedback**
 - b team appraisals
 - c upward feedback
 - d rating committee
- Q10. The continuous process of identifying, measuring, and developing the performance of individuals and teams and aligning their performance with the organization's goals is known as _
- a employee performance monitoring
 - b strategic management
 - c performance analysis
 - d **performance management**
- Q11. The S in the acronym for SMART goals stands for __ .
- a **specific**
 - b straightforward
 - c strategic
 - d source
- Q12. A __ appraisal method combines the benefits of narratives, critical incidents, and quantified scales with specific behavioral examples of good or poor performance.
- a Graphic rating scale
 - b **BARS**
 - c MBO
 - d Narrative
- Q13. Performance management combines performance appraisal with __ to ensure that employee performance is supportive of corporate goals.
- a goal setting

- b training
- c incentive systems
- d **all of the above**

Q14. What do performance appraisals measure?

- a generic dimensions of performance
- b performance of actual duties
- c employee competency
- d **all of the above**

Q15. John, the supervisor of the manufacturing department, is in the process of evaluating his staff's performance. He has determined that 15% of the group will be identified as high performers, 20% as above average performers, 30% as average

- a graphic rating scale
- b constant sum ranking scale
- c **forced distribution**
- d alternation ranking

Q16. Which of the following is a problem with using MBO?

- a a tendency to set unclear objectives
- b it is time consuming
- c tug of war between subordinate and manager regarding goals
- d **all of the above**

Q17. The ___ problem occurs when supervisors tend to rate all their subordinates consistently high.

- a central tendency
- b **leniency**
- c strictness
- d halo effect

Q18. Performance appraisals assume that the employee understood what his or her performance standards were.

- a **TRUE**
- b FALSE

Q19. 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**

Q20. Which of the following is NOT one of the steps in the performance management process?

- a Planning
- b Rewarding
- c Monitoring
- d **Reprimanding**

Q.21 Performance Appraisal is a process in which an employee's performance is:

- a **Evaluated**
- b Managed
- c Controlled
- d Changed

Q22. Performance Appraisal also includes in its process, appraisal of an employee's:

- a Risk taking abilities
- b **Potential**
- c Knowledge
- d Personality

Q23. Which of the below is not an objective of Performance Appraisal:

- a Assessment of performance efficiency
- b Measuring the goal achievements
- c **Designing organizations**
- d Controlling employees

Q24. Which of these is not the goal of Performance Appraisal:

- a Potential development
- b Personal development
- c **Work satisfaction**
- d Training and developing employees

Q25. The actual performance of the employee measured is compared with:

- a **A standard**
- b Performance of another employee
- c Performance of employees of other organization in the same industry
- d Group performance

Q26 .In Performance Appraisal, BARS stands for:

- a Behavioral Aptitude Ranking Scale
- b Behavioral Attitude Rating Scale
- c **Behavioral Anchored Rating Scale**
- d Behavioral Attitude Ranking Scale

Q27 . An interview, in which supervisor and subordinate review appraisal, called

- a structured interview
- b unstructured interview
- c **appraisal interview**
- d hiring interview

Q28. Method of keeping and reviewing, record of employees' undesirable behavior at different time intervals is

- a **critical incident method**
- b forced distribution method
- c alternation ranking method
- d paired comparison method

Q29. Aligning and evaluating employee's performance with company's set goals is called

- a appraisal management
- b **performance management**
- c hierarchy of management
- d off-the-job training

Q30 . First step in 'appraising process' is

- a **defining the job**

- b training session
- c feedback session
- d interview sessions

Q31. When ratings are collected from supervisors, customers and peers, considered as

- a 350-degree feedback
- b 320-degree feedback
- c **360-degree feedback**
- d 380-degree feedback

Q32. Types of 'appraisal interviews' are

- a tell-and-listen
- b tell- and-sell
- c problem solving
- d **all of above**

Q33. A company's HR team is responsible for

- a training of supervisors
- b monitor the appraisal system affectivity
- c training the employees
- d **all of above**

Q34 . An aim of 'performance appraisal' is to

- a fire the employee
- b **motivate the employee**
- c counsel the employee
- d hire the employee

Q35 performance management' is always

- a **goal oriented**
- b performance oriented
- c sales oriented
- d none of above

Q36 .Disadvantage of Management by Objectives (MBO) method is

- a difficult to develop
- b cause of disagreements
- c **time consuming**
- d difficult to rate

Q37 .An evaluation process of employee's performance, in comparison to set standards is called

- a **performance appraisal**
- b compensation
- c counseling
- d design of evaluation

Q38 .Enabling employees to Link Company's and his own departmental goals is

- a direction sharing
- b **goal alignment**
- c ongoing performance monitoring

d ongoing feedback

Q 39. performance' appraisal feedback always includes

- a assessment of employee performance
- b setting work standards
- c providing feedback to the employees
- d **all of above**

Q 40 . An employee is rated high in performance appraisal because of 'religion', is an example of

- a lenient/strict tendency
- b **bias**
- c central tendency
- d different tendencies

number of positive symbols for each employee. Which method of performance appraisal has Kendra most likely used?

: performers, 20% as below average performers, and 15% as poor performers. John is using a ___ method.