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Performance Management & Appraisal

11:00am to 1:00pm

Semester – IV(HR)

June 13, 2010

SECTION A (ONE MARKS)

- (1) It is where a manager intervenes to give feedback and adjust performance.
- (a) performance planning
 - (b) performance coaching
 - (c) performance appraisal
 - (d) performance problem

Answer : B

- (2) It is a set of processes that help businesses discover efficient use of their business unit, financial, human and material resources.

- (a) performance planning
- (b) performance coaching
- (c) business performance management
- (d) performance problem

Answer : C

- (3) What are the necessities to have by the each manager in hierarchy?

- (a) objectives
- (b) KPIs and KPI targets
- (c) both a and b
- (d) none of the above

Answer : C

- (4) What are the assumptions of Theory X?

- (a) the average person dislikes work and will avoid it he/she can
- (b) effort in work is as natural as work and play
- (c) both a and b
- (d) none of the above

Answer : A

- (5) What are the ways of motivating employees?

- (a) recognition of individual differences
- (b) goals
- (c) linking rewards to performance
- (d) all of the above

Answer : D

- (6) What are the main aims of performance management?

- (a) Give feedback on performance to employees
- (b) identify employee training needs
- (c) Document criteria used to allocate organizational rewards
- (d) all of the above

Answer : D

- (7) This includes various well-known problems of selective perception as well as problems of perceived meaning

- (a) perceptual errors

- (b) rating errors
(c) both a and b
(d) none of the above

Answer : A

(8) This combines elements from critical incident and graphic rating scale approaches.

- (a) critical incidents
(b) graphic rating scale
(c) Behaviorally anchored rating scales
(d) management by objectives

Answer : C

(9) It is integrated with business intelligence systems, e.g. executive strategy scorecards, corporate budgeting and planning

- (a) corporate performance management
(b) line of business performance management
(c) operational performance management
(d) none of the above

Answer : A

(10) What are the limitations of CPM?

(a) These include the fact that CPM products may have a separate summary database for key performance indicators that has to be populated and no ability to drill down into detail in an underlying BU system

(b) There is no doubt that things are beginning to change here in that CPM vendors are now recognizing the need to embrace process management by introducing management processes into their products.

- (c) both a and b
(d) none of the above

Answer : C

(11) What are the factors on which the morale is dependent?

- (a) feeling of togetherness
(b) a clear goal of objective to be achieved
(c) expectation of success towards the attainment of the goal
(d) all of the above

Answer : D

(12) _____ structures increase the distance between the manager and his employees

- (a) Hierarchical
(b) Complex
(c) Tall
(d) Flat

Answer : C

(13) _____ is cultivated through attention to assessments, collaborating and networking, assessments and planning

- (a) Organizational transparency
(b) System efficiency
(c) Management Capacity

(d) Adaptive Capacity

Answer : D

(14) High administrative Cost would be a pitfall of _____.

- (a) Software based appraisal systems
- (b) Automated reviews
- (c) Traditional reviews
- (d) Critical incident methods

Answer : C

(15) In appraisal _____ Effect is said to occur where employees tend to receive the same appraisal results year in and year out

- (a) Halo
- (b) Matthew
- (c) Rolland
- (d) Recurrence

Answer : B

(16) Companies often have multiple _____ BI systems which make it difficult to integrate CPM software with BI.

- (a) Intra-dependant
- (b) Stand-alone
- (c) OLAP
- (d) Real-time

Answer : B

(17) _____ are observable and measurable results

- (a) Subjective factors
- (b) Objective factors
- (c) Behaviourally measurable anchors
- (d) Behaviourally observable scales

Answer : B

(18) This method involves an evaluator's written report appraising an employee's performance.

- (a) essay method
- (b) ranking
- (c) forced distribution
- (d) graphic rating

Answer : A

(19) Goals should be SMART. A stands for

- (a) Accurate
- (b) Attainable
- (c) Acceptable
- (d) Attractive

Answer : C

(20) It is important that employees recognize that negative appraisal feedback is provided with a _____ intention.

- (a) Constructive
- (b) Covert

- (c) Explicit
(d) Tacit

Answer : A

() SECTION B

- (21) ___ cannot be measured by one indicator.
(a) organizational effectiveness
(b) best practices
(c) both a and b
(d) none of the above

Answer : D

- (22) ___ assesses a person on the quality of his or her work.
(a) essay appraisal method
(b) graphic rating scale
(c) field review method
(d) Forced-choice rating method

Answer : D

- (23) ___ are opinions.
(a) objective factors
(b) subjective factors
(c) both a and b
(d) none of the above

Answer : B

(24) In this method, a member of the HRM staff meets a small group of assessors from the supervisory units to discuss each rating.

- (a) essay appraisal method
(b) graphic rating scale
(c) field review method
(d) Forced-choice rating method

Answer : C

- (25) The main aim of ___ is to identify the performance gap.
(a) evaluation system
(b) feedback system
(c) both a and b
(d) none of the above

Answer : B

(26) This pertains to communication between manager and employee throughout the year to ensure that problems are identified early, and so there are NO SURPRISES during the performance appraisal.

- (a) documentation
(b) Effective enhancement system
(c) objectives
(d) ongoing performance communication

Answer : A

(27) From _____ viewpoint one of the most important reasons for having a system of performance appraisal is to establish and uphold the principle of accountability.

- (a) An organization's
(b) An Individual's
(c) An Appraiser's
(d) A schematic

Answer : A

(28) The process of creating a paper trail to record data such as discussions had with employee, results of those discussions, both supervisor and employee comments, agreements between the two.

- (a) documentation
(b) Effective enhancement system
(c) objectives
(d) ongoing performance communication

Answer : A

(29) One of the pros of Operational performance management is: Real time event-driven operational performance for _____ alerting and _____ actions

- (a) Online ; critical
(b) On-demand; Planned
(c) Proactive; automated
(d) Analytical; Strategic

Answer : C

(30) _____ is the vertical movement of a person in an organization.

- (a) status
(b) promotion
(c) responsibility
(d) recognition of work

Answer : B

(31) _____ is also known as Equity Theory.

- (a) Vroom's Expectancy Theory
(b) Adam's Equity Theory
(c) both a and b
(d) none of the above

Answer : B

() SECTION C

(32) What are the main perspectives of performance management?

- (a) exploring organizational effectiveness
(b) organizational effectiveness is always a matter of comparison
(c) both a and b
(d) none of the above

Answer : C

(33) What are the objectives of performance appraisal?

- (a) concrete and tangible particulars about their work
(b) assessment of their performance
(c) both a and b
(d) none of the above

Answer : C

In this method systematizes ranking and enables better comparison among individuals to be raised.

- (a) Paired Comparison
- (b) Person-to-person rating
- (c) checklist method
- (d) behaviorally anchored rating scales

Answer : A

(35) This is a relatively new technique.

- (a) Paired Comparison
- (b) Person-to-person rating
- (c) checklist method
- (d) behaviorally anchored rating scales

Answer : D

(36) In this method, a senior member of the HR department or a training officer discusses and interview the supervisors to evaluate and rate their respective subordinates.

- (a) field review
- (b) checklist method
- (c) graphic rating scale
- (d) Paired Comparison

Answer : A

(37) This is useful for comparative evaluation.

- (a) Essay Appraisal Method
- (b) Straight Ranking Method
- (c) Paired Comparison
- (d) Critical Incidents Methods

Answer : B

(38) Which of the following are include in the process of performance management?

- (a) planning
- (b) monitoring
- (c) developing
- (d) all of the above

Answer : D