MULTIPLE CHOICE QUESTIONS

1. An ethical performance management system is designed to reflect the ______ performance and contribution properly with transparent documentation.
   a. Employee’s
   b. Organisation
   c. Employer’s
   d. Retraining

2. Ethics is the ____ of an organisation and all its activities.
   a. Backbone
   b. System
   c. Social
   d. Organizational Development

3. ____ is the process of providing training to persons who underwent training earlier in their job.
   a. Retraining
   b. Recruitment
   c. Development
   d. Performance planning

4. ____ is required to widen their knowledge and attitudes.
   a. Training
   b. Retraining
   c. Monitoring
   d. Planning

5. ____ could be used to uncover the potential of a candidate.
   a. Simulation games and exercise
   b. Rating by others
   c. Records
   d. Tests

6. Managerial and behavioural dimensions can be measured through a battery of ______ tests.
   a. Psychological
   b. Performance
   c. Physical
   d. Potential

7. ____ are those individuals who raise ethical concerns or issues to others inside or outside the organization.
a. Social impact management  
b. Employee management  
c. Employer management  
d. Culture  
8. Ethics at the ____ of performance management. 
   a. Epicenter  
   b. Exterior  
   c. Subsidiary  
   d. Seismology  
9. Managerial malpractice includes: ____  
   a. Illegal  
   b. Legal  
   c. Ethical  
   d. Unquestionable  
10. The process of evaluating employees current and/or past performance relative to their performance standards is called _____.  
   a. Performance appraisal  
   b. Recruitment  
   c. Organizational development  
   d. Training  
11. Managers following a performance management approach to appraisal will usually meet with employees on a _____. basis.  
   a. Weekly  
   b. Monthly  
   c. Bi-annual  
   d. Yearly  
12. The S in the acronym for SMART goals stands for _____.  
   a. Specific  
   b. Strategic  
   c. Source  
   d. Support  
13. Who is the primary person responsible for doing the actual appraising of an employee's performance?  
   a. The government department contact person  
   b. The company appraiser  
   c. The human resource manager  
   d. The employee's supervisor  
14. The most popular technique for appraising performance is the _____. method.  
   a. MBO  
   b. Graphic Rating Scale  
   c. Alternation ranking  
   d. Constant sum rating scale  
15. ____ is a process to identify unrevealed skills and abilities in a person.  
   a. Potential appraisal  
   b. Performance  
   c. Management
16. “_____ is a sequence of separate but related work activities that provides continuity, order and meaning to a person's life.
   a. Training
   b. Recruitment
   c. Career
   d. Ethics

17. Career planning is a _____ technique for mapping out the entire career of young employees.
   a. Supervisory
   b. Managerial
   c. Individual
   d. Junior clerk

18. _____ is the step where the management finds out how effective it has been at hiring and placing employees.
   a. Performance Management
   b. Performance Analysis
   c. Performance Appraisal
   d. Performance Evaluation

19. Which of the below is not an objective of performance appraisal.
   a. Assessment of performance
   b. Measuring the efficiency
   c. Maintaining Organisational control
   d. Designing organisational goal

20. The expected outcome from the employee at the time of performance appraisal is known as
   a. Decided performance
   b. Standard
   c. General outcome
   d. Expected performance

21. The actual performance is compared with the standard performance to
   a. Identify the gap
   b. Give them training
   c. Improve performance
   d. Improve quality

22. The performance appraisal method BARS stands for
   a. Behavioural Anchored Ranking Scale
   b. Behavioural Attitude rating system
   c. Behavioural Aptitude Ranking System
   d. Behavioural Altitude System

23. The first approach to contribution related pay is to collect _____ regarding the competence of an individual and what he/ she has delivered.
   a. Information
   b. Supervise
   c. Contribution
   d. Cooperation
24. The second approach to contribution related pay involves ____ and ____ and deciding on pay increase.
   a. Rating results and competency
   b. Performance and Appraisal
   c. Standard and Competent
   d. Job grades and inequalities

25. Team based pay promotes ___ and ____ among team members
   a. Team working and cooperation
   b. Competency and reliability
   c. Contribution and performance
   d. Result and evaluation

26. ___ is a managerial technique for mapping out the entire career of young employees
   a. Career opportunity
   b. Career development
   c. Career planning
   d. Retraining

27. Career planning is a ____ process of developing human resources for achieving optimum results
   a. Continuous
   b. Intermittent
   c. Sporadic
   d. Secondary

28. Career paths are the ____ pattern of jobs that constitute a career.
   a. Sequential
   b. Unordered
   c. Disordered
   d. Anterior and spatial

29. Career planning becomes a ____ of the individual employee and that of the organization.
   a. Joint responsibility
   b. Individual responsibility
   c. Managerial responsibility
   d. Joint irresponsibility

30. The basic aim of career planning is integration of Individual and ___.
   a. Organisational needs
   b. Supervisory needs
   c. Basic needs of individual
   d. Managerial

31. ___ is the process of enhancing an employee’s future value.
   a. Career planning
   b. Career Development
   c. Career paths
   d. Career opportunities

32. The strengths and weakness of a person should be matched with ____ and environmental opportunities.
a. Data requirements  
b. Job requirements  
c. Competency required  
d. Job opportunity

33. The types of career planning which prioritise the career of individuals over the needs of organization is classified as  
a. Compression career planning  
b. Tactile Career Planning  
c. Organizational centered career planning  
d. Individual centered career planning

34. In career development, providing support for growth and self direction is a futile part of  
a. Individual role  
b. Manager role  
c. Employer role  
d. Line manager

35. Positions held by an individual throughout his work life are normally referred to as  
a. Job  
b. Task  
c. Career  
d. Responsibility

36. Which of the following perspective looks at the career of an individual from the future positions he is likely to held?  
a. Subjective Perspective  
b. Neutral perspective  
c. Objective perspective  
d. None of the above

37. The systematic and deliberate advancement made by an individual on his career in the entire work life is known as  
a. Career path  
b. Career goals  
c. Career guidance  
d. Career anchoring

38. The factors that influence the selection of individuals, career choices are usually referred to as  
a. Career anchoring  
b. Career path  
c. Career goals  
d. Mentoring

39. Which of the following is used as a self- assessment, technique by the employees?  
a. The strength and weakness balance sheet  
b. The likes and dislikes survey  
c. The type focus assessment
40. A process in which the manager, supervisor or an external expert acts as the advisor, philosopher and guide is called
   a. Career anchoring
   b. Career development
   c. Mentoring
   d. Career planning
41. A series of processes, aimed at assisting the employees make informed career decisions is known as
   a. Career guidance
   b. Career planning
   c. Mentoring
   d. Career goals
42. The ___ model emphasizes life time employment and promotions based on seniority
   a. The Japanese Career Model
   b. The Obsolescence Model
   c. Pyramidal Model
   d. Organizational Structures
43. ____ is consistent failure to meet pre-defined, realistic objectives and performance standards
   a. Non-performance
   b. Medium performance
   c. Under performance
   d. High performance
44. _______ process for making pay decision based on assessment of both the outcomes of the work undertaken by individuals and the level of skill and competence required for that level
   a. Contribution related pay
   b. Team based pay
   c. Competence related pay
   d. Performance related pay
45. ____ are moral principles about what is good, defensible and right
   a. Standards
   b. Benchmark
   c. Ethics
   d. Moral mazes
46. Arrange in the correct sequence steps required to manage underperformers are 1. Establish the reasons for the shortfall. 2. Resource the action. 3. Identify and agree the problem 4. Decide and agree on the action required. 5. Monitor and provide feedback
   a. 3, 1, 4, 2, 5
   b. 1, 3, 4, 5, 2
   c. 1, 2, 4, 3, 5
   d. 3, 2, 5, 4, 1
47. In a nutshell, ____ will become the key performance indicator of business in the future
   a. Ethics
   b. Employees
   c. Employer
   d. Organization
48. For helping mentors and to make them understand about their respective responsibilities, a manager needs
   a. Formal mentoring
   b. Informal mentoring
   c. Career interests
   d. Developmental needs
49. Full form of PDPs
   a. Product development plans
   b. Personal development plans
   c. Physical development plans
   d. Process development plans
50. ______ helps employees in terms of refreshing their learning and rejuvenating their energies
   a. Sabbatical or periodic leaves
   b. Personal development plans
   c. Online career center
   d. Whistle blower
51. ____________ is considered as one of the strategic HRD function that enables the organization to sustain its effectiveness.
   a. Performance Planning
   b. Performance Management
   c. Performance Review
   d. Performance Appraisee
52. Performance management is an ______ process of planning and monitoring performance and feedback.
   a. Communicative
   b. Development
   c. on-going
   d. vital
53. ______ is the foundation for a good performance management system
   a. Goal setting
   b. Quality of work
   c. Objective
   d. Expectations
54. ______ are critical components of the performance management system.
   a. Goals
   b. Monitoring
   c. Evaluation
   d. Reviews
55. Performance management provides _________ between the managers and subordinates in order to discuss the performance as well as the development needs
   a. Administration
   b. interaction
   c. concern
   d. Judgement

56. Performance management involves the effective use of _______ in order to collect data, monitor performance and convey desired results.
   a. technology
   b. infrastructure
   c. location
   d. feedback

57. A manager rates an employee high on all ____________.
   a. performance measure
   b. performance criteria
   c. performance ratings
   d. performance

58. The three phases of performance management i.e planning, review, and ___________ happen all through the year.
   a. Monitoring
   b. periodic assessing
   c. stocktaking
   d. mentoring

59. Management should identify major performance parameters and define the _________.
   a. Framework
   b. Benchmark
   c. key performance indicators
   d. periodic review

60. Performance appraisal emphasis on individual ____________.
   a. Work
   b. Motive
   c. goal
   d. none of the above

61. Performance management is owned by the _____ management.
   a. top
   b. middle
   c. core
   d. line

62. Performance appraisal is ___________ oriented.
   a. Future
   b. Past
   c. Present
   d. Likely

63. Performance management cycle includes planning, __________ assessment.
   a. Audit
64. The appraiser and ______ meet to plan and identify future performance requirements in terms of targets, actions, and behavior.
   a. Appraisee
   b. Developer
   c. Owner
   d. Hierarchy

65. Performance management helps to focus on the employee efforts in order to get rid of the ____________ jobs.
   a. prevailed
   b. wasteful
   c. useful
   d. worth

66. Performance oriented culture is a ____________
   a. review appraisal
   b. Continuous improvement
   c. non financial rewards
   d. smart framework

67. ______ are the basis of an effective process in performance management.
   a. Objectives
   b. Achievements
   c. Goals
   d. none of the above

68. Using the ____________ framework provides clarity up front to employees who will be evaluated against the goals.
   a. SMART
   b. Halo
   c. Appropriate
   d. promotional

69. Performance management is about _____ of the organizational objectives with those of the employees.
   a. Promotion
   b. Development
   c. Alignment
   d. planning

70. Performance management is a continuous process involving individual’s and ______.
   a. Team
   b. Others
   c. Goals
   d. Quality

71. Check -ins meeting is related to ____________ meeting.
   a. opaque
   b. confidential
c. regular informal
d. regular formal

72. The origin of performance management can be traced in the early __________
   a. 1990
   b. 1960
   c. 1956
   d. 1987

73. In which phase the term ACR was replaced by performance appraisal.
   a. First phase
   b. second phase
   c. third phase
   d. fourth phase

74. which phase was characterized by maturity in approach of handling people’s issues
   a. Fifth phase
   b. Third Phase
   c. Second phase
   d. First Phase

75. Performance management provides framework in the form of __________ and standards of performance.
   a. Achievement
   b. Target
   c. Phase
   d. Appraisal

76. Rewards and __________ should be built within the framework of performance management framework.
   a. Performance
   b. recognition
   c. framework
   d. parameters

77. The first and the most influential model of organizations and of careers is the __________
   a. Pyramidal Model
   b. The Obsolescence Model
   c. The Japanese Career Model
   d. All of the Above

78. __________ is an ongoing process of developing human resource in the organization
   a. Planning
   b. Career Planning
   c. Strength
   d. Goal

79. __________ is a change over time.
   a. Career
b. Paths
c. Career Paths
d. None of the Above

80. ____________is Benefits of Career Planning.
a. Employee Motivation
b. Labour Turn over
c. Increase Efficiency
d. All of the Above

81. ____________is a sequence of positions/ jobs held by a person during the course of his working life.
a. Career
b. Motivation
c. Salary
d. Incentive

82. which is the first and the most influential model of an organization and of careers ____________.
a. Appraisal
b. Pyramidal Model
c. The Obsolescence Model
d. The Japanese Career Model

83. ____________is a continuous process of developing human resources to achieve maximum outcome.
a. Success
b. Decision making
c. Career Planning
d. Career

84. ________________are based on the future activities of employees and organization.
a. Dimensions
b. Career Counselling
c. Full Potential
d. Career Goals
85. Career planning reduces the rate of labour turnover and________________.
   a. Absenteeism  
   b. Promotion  
   c. Appraisal  
   d. Performance

86. ______________is directly linked to the goals and objectives set by an individual.
   a. Career Coaching  
   b. Coaching  
   c. Career Development  
   d. Development

87. ______________model had a solution to the problem.
   a. Obsolescence Model  
   b. The Japanese Career Model  
   c. Pyramidal Model  
   d. None of the Above

88. ______________is long term and time consuming process.
   a. Career Planning  
   b. Career Goals  
   c. Planning  
   d. Potential appraisal

89. ______________requires the joint efforts of both individual as well as organization.
   a. Career Development  
   b. Career Planning  
   c. Goal setting  
   d. None of the Above

90. Career Planning Assist, guide and encourage employees to reach their ______________.
   a. Full Potential  
   b. Motivation  
   c. Objective
d. Goal

91. ________ is a motivational tool for employees as it offers them better opportunities like promotion.
   a. Hard work
   b. Career Planning
   c. Motivation
   d. Dedication

92. ______________ increased job satisfaction enhances employee commitment.
   a. Employee Motivation
   b. Employee Absenteeism
   c. Employee Loyalty
   d. Employee Awareness

93. __________ is a pleasurable emotional state that employee derives through achievement of the work goals.
   a. Job satisfaction
   b. Job Rotation
   c. Flexibility
   d. None of the Above

94. ____________ gives advice and guidance to the mentees.
   a. Report
   b. Mentor
   c. Morality
   d. Identify

95. Career planning should be on a ________ process keeping the changing needs of employees and organization.
   a. Continuous
   b. Contract
   c. Timely based
   d. Rotation

96. _____ sessions must be arranged to help employees discuss their career goals in one-to-one counselling sessions.
   a. Career
b. Career Development
c. Development

d. None of the Above

97. PDPs Stands For_____________
   a. Personal Developments Plans
   b. Professional Developments Plans
   c. Providing Developments Plans
   d. Practice Developments Plans

98. Workshop Includes Self Assessment, Environmental assessment, Goal Setting and ______________.
   a. Practice
   b. Information
   c. Action plans
   d. Implementation

99. Online Career centers can be used with the help of Career planning and ______________.
   a. Assessment tools
   b. Motivational tools
   c. Goal setting tools
   d. None of the Above

100. Establishing a corporate campus encourages and creates awareness of ______________ programmes.
    a. Career Coaching
    b. Career counselling
    c. Career Development
    d. All of the Above

101. The role of employer in career development should be___________.
    a. act
    b. Proactive
c. Mute
d. Counselling

102. _______ and _______ are closely interrelated.
   a. Career Planning & Development
   b. Career Planning & Coaching
   c. Career Planning & Models
   d. All of the Above

103. ___________ is an important element of human resource management.
   a. Career
   b. Planning
   c. Career Planning
   d. Career Development

104. ___________ requires the joint efforts of both individual as well as organization.
   a. Career Planning
   b. Job satisfaction
   c. Employee Motivation
   d. Implementation

105. Personal Developments Plans ____________
   a. Advisor
   b. Proactive
   c. Action plans
   d None of the Above

106. Personal Factors ____________
   a. Physical & Mental Abilities
   b. Finds strengths & Weakness
   c. Passive
   d. Life time employment

107. Performance management cycle consist of four points which are ________
   a. Plan, action, monitor and review
b. Plan, monitor, review and action
c. Review, monitor, action and plan.
d. Action, plan, review and monitor.

108. Me Kinsy’s 7 model consist of Strategy, Structure, System, Staffing, Style, Super ordinate goal.
   a. Scales
   b. Skills
   c. Status
   d. Style

109. Peter Drucker proposed Management By Objective (MBO) in year:
   a. 1956
   b. 1948
   c. 1954
   d. 1960

110. What is necessary for growth or change to occur?
   a. Plan
   b. Monitor
   c. Feedback
   d. Output

111. Work plan in effective organization are: ________
   a. Criteria
   b. Preference
   c. Advance
   d. Team effects

112. Which type of process of management is performance management?
113. The key successful setting of performance criteria lies in good communication between managers and the employee.

a. Whole ownership
b. Sole ownership
c. Joint ownership
d. State ownership

114. What is the foundation for a good performance management system?

a. Vision
b. Mission
c. Goal setting
d. Reviews

115. What plays vital role in the recruiting sector and also impacting performance management.

a. Social media
b. Communication
c. Training
d. Reviews

116. Performance planning is the process of communication between following two parties.

a. Manager and employees
b. Employees and employees
c. Managers and board of directors
d. Board of directors and employees

117. Performance planning include goals, targets, objectives and what among the following.

a. Norm  
b. Basis  
c. Activities  
d. Standards

118. Performance management can be effective when managers and employees do work and set performance criteria.

a. Jointly  
b. Solely  
c. Severally  
d. Separately

119. At the organizational level performance planning aims to boost motivation and self concept.

a. Employers  
b. Educators  
c. Employees  
d. E-markets

120. What identifies as a baseline for meaning of performance in an organization.

a. Grading  
b. Standards  
c. Scale  
   e. Allowance

121. What changes over time?

a. Salary  
b. Designation
c. Age
d. Career

122. What helps to reduces the rate of labour turnover and absenteeism?
   a. Career planning
   b. Career counselling
   c. Career paths
   d. Career development

123. ___________ is a motivational tool for employees as it offers them better opportunities like promotion.
   a. Hard work
   b. Career Planning
   c. Motivation
   d. Dedication

124. ___________ increased job satisafction enhances employee commitment.
   a. Employee Motivation
   b. Employee Absenteeism
   c. Employee Loyalty
   d. Employee Awareness

125. ___________ is a pleasurable emotional state that employee derives through achievement of the work goals.
   a. Job satisfaction
   b. Job Rotation
   c. Flexibility
   d. realibility

126. CPM full form
   a. Customer relationship management
   b. Corporate performance management
   c. Collaboration performance management
d. Client performance management

127. The process of performance management consist of: planning, _____, monitoring and reviewing.
   a. Acting
   b. Appraisal
   c. Adequacy
   d. Availability

128. Performance appraisal is a _____
   a. Top-down assessment
   b. Flexible process
   c. Ratings less common
   d. Joint process through dialogue

129. There are two key elements to consider when developing goals. First, are goals _____ clearly and objectively. Second, are they directly _____ to the achievement of business strategy.
   a. oral, performance
   b. Written, contributing
   c. Visibility, measurable
   d. Achievable, realistic

130. Performance planning and ongoing performance feedback are critical because they facilitate continuous improvement and aid _____.
   a. Closed communication
   b. Open communication
   c. Vertical communication
   d. Horizontal communication

131. A consistent process creates a sense of fairness and significantly increase _____.
   a. Job satisfaction
b. Job consistency  
c. Job role  
d. Job Analysis

132. Changing workforce expectations and recent research on motivation and rewards theories challenge some of our fundamental assumptions about _____.  
a. Performance appraisal  
b. Performance management  
c. Performance Planning  
d. Performance monitoring

133. Setting benchmarks includes Metric benchmarking, Diagnostic benchmarking, and _______.  
a. Process benchmarking  
b. Product benchmarking  
c. Performance benchmarking  
d. Action

134. ____ is one of the important constituents of performance management.  
a. Performance planning  
b. Performance appraisal  
c. Performance monitoring  
d. Individual performance

135. Performance management helps to focus on the employee efforts in order to get rid of the ___________jobs.  
a. Prevailed  
b. wasteful  
c. useful  
d. worthless

136. Performance oriented culture is a ____________
137. _____are the basis of an effective process in performance management.
   a. Objectives
   b. achievements
   c. goals
   d. Vision

138. Using the __________framework provides clarity up front to employees who will be evaluated against the goals.
   a. Halo
   b. appropriate
   c. SMART
   d. promotional

139. Performance management is about _____of the organizational objectives with those of the employees.
   a. Promotion
   b. development
   c. alignment
   d. planning

140. Performance management is a continuous process involving individual’s and ______.
   a. Team
   b. others
   c. goals
   d. quality circle

141. Check -ins meeting is related to ______.
   a. Opaque
   b. confidential Meeting
   c. regular informal meeting
142. The origin of performance management can be traced in the early __________
   a. 1976
   b. 1960
   c. 1956
   d. 1983

143. In which phase the term ACR was replaced by performance appraisal._______
   a. First phase
   b. second phase
   c. third phase
   d. fourth phase

144. Which phase was characterized by maturity in approach of handling people’s issues
   ______
   a. Fifth phase
   b. Third Phase
   c. First Phase
   d. Second phase

145. Performance management provides framework in the form of target and
   a. Achievement
   b. standards of performance.
   c. phase
   d. appraisal

146. _____ and recognition should be built within the framework of performance
   management framework.
   a. Performance
   b. Rewards
   c. framework
   d. parameters

147. Performance management system closed linked to other system of which type of
   management.
   a. Money Resources
b. Human resources
c. Market resources
d. Product resources

148. Which process is required if the business organization is entering or investing into new business?
   - Education and knowledge
   - Training and development  Y
   - Training and paying
   - Teaming and loading  2

149. Which type of performance is an integral part of that performance management system?
   a. Appraisal process
   b. Report analysis
   c. Evaluation schedule
   d. Payment system

150. ____ process should be regarded as flexible type of process.
   a. Performance management
   b. Rigid
   c. Performance planning
   d. Contemporary