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IBPS SO HUMAN RESOURCE QUIZ – 8

Directions: Study the following questions carefully and answers the questions given below:

1. _____ refers to degree of accomplishment of the tasks and is measured in terms of results.

- A. Performance B. Potential C. Quality
D. Efficiency E. Productivity

2. Which of the following is/are objectives of performance appraisal?

I. It is used to validate hiring decisions.

II. It aids in manpower planning.

III. It is used to assess the employee and aid in promotion decisions.

- A. Only II B. Only III C. Only I and II
D. Only I and III E. All of the above

3. Which of the following is NOT a part of the Performance Appraisal process?

- A. Taking corrective action
B. Communicating set standards
C. Assigning of scales to each standard

D. Establishing performance standards

E. Measuring the actual performance

4. Which of the following is an objective source to measure actual performance during the performance appraisal process?

A. Opinions

B. Ratings by superiors

C. Socio cultural contribution

D. Accidents in a given period

E. All are objective

5. Which level of jobs is best suited to being measured by objective criteria of performance appraisal?

I. Lower level

II. Middle level

III. Top management

A. Only I

B. Only III

C. Only I and III

D. Only II and III

E. None of the above

6. Which of the following can be a part of the performance appraisal process?

A. Supervisor

B. Subordinate

C. Peers

D. Customer

E. All of the above

7. Which of the following best describes the 'primacy effect' bias during performance appraisal?

- A. Judging someone on the basis of a perceived positive thing/quality while ignoring his faults.
- B. Forming an impression about someone on the basis of a particular trait and ignoring the rest.
- C. Forming an impression about someone based on a negative quality and ignoring the positives.
- D. Tendency to rate people mostly as average.
- E. None of the above

8. When a person's past performance unduly impacts his present performance, this bias is known as –

- A. Central Tendency
- B. Halo Effect
- C. Horn Effect
- D. Spillover Effect
- E. Primacy Effect

9. The bias during performance appraisal wherein excessive focus is given to one of his negative qualities while ignoring the positive is known as –

- A. Primacy effect
- B. Horn effect
- C. Central tendency
- D. Spillover effect
- E. Halo effect

10. Rating someone based mostly on his most recent behavior at work is known as –

A. Recency bias

B. Halo effect

C. Horn effect

D. Spillover effect

E. Personal Bias



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Correct answers:

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| A | E | C | D | A | E | B | D | B | A |

Explanations:

1.

Performance refers to degree of accomplishment of the tasks and is measured in terms of results. It involves evaluating employee performance on the job.

Hence, option A is correct.

2.

All the statements are correct and are objectives of performance appraisal.

Hence, option E is correct.

3.

The performance appraisal process consists of the following stages:

Establishing performance standards

Communicating set standards

Measuring the actual performance

Taking corrective action

Compare actual performance with standards

Taking corrective action

Hence, option C is correct.

4.

Subjective performance measure are based on opinions and can be biased while objective measures can be quantified and measured. Only option D is an objective criteria while the rest are subjective in nature.

Hence, option D is correct.

5.

The jobs at lower level are best suited for being appraised via the objective criteria as at the lower level, the tasks can be specified and defined well which may not be possible at the middle and top management levels.

Hence, option A is correct.

6.

Typical appraisers are: supervisors, peers, subordinates, employees themselves and users of services and consultants.

Hence, option E is correct.

7.



The primacy effect refers to forming an impression based upon a particular trait they have identified soon after meeting them. They then ignore all the other qualities and focus only on the one thing chosen by them.

Hence, option B is correct.

8.

This is known as the spillover effect as the past performance 'spills over' into the present performance.

Hence, option D is correct.

9.

When one gets judged by a negative quality while the positive is ignored, it is known as the HORN effect. Eg: A person coming in late to the office may be thought of as being lazy at work.

Hence, option B is correct.

10.

Here, the rating is influenced by most recent behaviour ignoring the commonly demonstrated behaviours during the entire appraisal period.

Hence, option A is correct.



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