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Question 1

Question Type: MultipleChoice

What is a disadvantage of delivering a merit increase as a percent of base pay?

Options:

- A- Employees with the same performance receive different monetary increases.
- B- Employees with the same performance receive the same monetary increase.
- C- Employees who are lower in the range receive larger monetary increases.

Answer:

A

Question 2

Question Type: MultipleChoice

An employee whose pay is at 75% range penetration is most likely to be in which of the following circumstances?

Options:

- A- New to the role or job
- B- Not meeting performance standards
- C- Meeting performance standards
- D- Exceeding performance standards

Answer:

D

Question 3

Question Type: MultipleChoice

For which type of employees should the lowest (first) quartile be used in a merit pay system with pay ranges divided into quartiles?

Options:

- A- Red-circled employees
- B- Employees new to the role
- C- High-performing employees with five years in the job
- D- Fully meets standards employees with five to seven years of experience

Answer:

B

Question 4

Question Type: MultipleChoice

Which of the following would be a cause of an employee being paid only slightly above the minimum after two years on the job?

Options:

- A- The job was re-evaluated and moved to a lower grade.
- B- The employee receives increases every six months.
- C- Market data for the job are much higher than the range midpoint.

D- The employee was minimally qualified upon entry and is still learning the job.

Answer:

D

Question 5

Question Type: MultipleChoice

What performance measurement system is most likely to include cost of capital when evaluating performance?

Options:

A- Business Excellence Model

B- Shareholder Value Added

C- Activity Based Costing

D- Competitive Benchmarking

Answer:

B

Question 6

Question Type: MultipleChoice

At a high level, performance measures are generally divided into what two broad categories?

Options:

- A- Objective and subjective
- B- Behavioral and attitudinal
- C- Organizational and divisional
- D- Financial and non-financial

Answer:

D

Question 7

Question Type: MultipleChoice

At a company communications event, several employees were awarded certificates for their roles in improving customer service. Later, their manager noticed some of the certificates in the trash bin. Which essential element for success did the manager miss?

Options:

- A- Link rewards to the performance evaluation
- B- Employ meaningful rewards
- C- Reward group or team accomplishments
- D- Make sure that measurement is accurate

Answer:

B

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