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Question 1

Question Type: MultipleChoice

When are informal rewards generally given to employees?

Options:

- A- Immediately or shortly after making a positive contribution
- B- Shortly after the performance review
- C- During the merit increase process
- D- At the beginning of each month

Answer:

A

Question 2

Question Type: MultipleChoice

Which of the following formal recognition approaches has the advantage of aligning awards to the company?

Options:

- A- Gift certificates
- B- Telecommuting
- C- Company merchandise
- D- Flexible work schedules

Answer:

C

Question 3

Question Type: MultipleChoice

Which of the following formal recognition approaches is designed to specifically help bring new employees into the organization?

Options:

- A- Gift certificates
- B- Recruitment bonus
- C- Paid travel
- D- Paid time off

Answer:

B

Question 4

Question Type: MultipleChoice

How is the performance review related to pay?

Options:

- A- It isn't. The performance review should not be related to pay decisions.

- B-** It is related to the extent that it affects variable pay awards. Base pay is based solely on tenure, prior experience and job skills.
- C-** It helps managers meet salary budgets by allowing them to adjust review results to align with available salary increase funds.
- D-** It provides managers a measure that can be used along with salary planning guidelines to determine appropriate rewards or consequences.

Answer:

D

Question 5

Question Type: MultipleChoice

As a general rule, how often should employees receive performance feedback?

Options:

- A-** Once a year at the annual performance review
- B-** Once a day, preferably early in the morning
- C-** On an ongoing basis as appropriate

D- Only as often as is comfortable for the supervisor

Answer:

C

Question 6

Question Type: MultipleChoice

How should appraisers address performance deficiencies on performance appraisals?

Options:

A- Avoid discussing them

B- Focus the entire appraisal on the areas that need attention

C- Balance every deficiency with a compliment, even if the compliments are for minor accomplishments

D- Provide specific information about deficiencies that affect performance

Answer:

D

Question 7

Question Type: MultipleChoice

What term best describes an effective way to provide ongoing, instant information to those performing the work so that they can monitor their own performance and take steps to improve?

Options:

- A- Coaching
- B- Assessing
- C- Rewarding
- D- Grading

Answer:

A

Question 8

Question Type: MultipleChoice

Performance can be measured most objectively through which of the following methods?

Options:

- A- Making direct observations
- B- Documenting examples of performance
- C- Quantifying performance data
- D- Using management judgment

Answer:

C

Question 9

Question Type: MultipleChoice

What type of performance standard specifies the steps necessary to complete a job duty?

Options:

A- Quality

B- Quantity

C- Time

D- Process

Answer:

D

Question 10

Question Type: MultipleChoice

What does a performance standard specify?

Options:

- A- The experience required to achieve the goal or objective
- B- The reward that can be earned
- C- The time required for satisfactory performance
- D- The expected outcome

Answer:

D

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