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Question 1

Question Type: MultipleChoice

An employee and his manager have decided that he will type reports with no more than one error per five pages. Which type of performance standard are they using?

Options:

A- Quality

B- Time

C- Process

Answer:

A

Question 2

Question Type: MultipleChoice

Which of the following leads to the specific performance objectives for an organization?

Options:

- A- Performance standards
- B- Human resources strategy
- C- Performance measures
- D- Business strategy

Answer:

D

Question 3

Question Type: MultipleChoice

In general, what should occur first in the performance management process?

Options:

- A- Conduct performance discussion
- B- Define goals, standards and measures
- C- Conduct career opportunities discussion
- D- Determine rewards

Answer:

B

Question 4

Question Type: MultipleChoice

Which statement is most accurate regarding the performance management process?

Options:

- A- It is a one-time event.

- B-** Managers and supervisors should plan and measure performance without input or involvement from subordinates.
- C-** Performance standards should be loosely defined, allowing great latitude in measurement.
- D-** Mutual respect and trust should be the foundation of the relationship between managers and employees.

Answer:

D

Question 5

Question Type: MultipleChoice

Which statement is most accurate regarding organizational performance?

Options:

- A-** Individual performance is unrelated to organizational performance.
- B-** The poor performance of just one individual will disrupt the performance of the entire organization.
- C-** Performance at every level should be aligned towards achievement of organizational goals.
- D-** Performance can only be accurately measured at the organizational level.

Answer:

C

Question 6

Question Type: MultipleChoice

A company is sponsoring a diversity awareness fair for employees. Which category of work-life is the company trying to promote?

Options:

A- Caring for dependents

B- Culture change

C- Corporate citizenship

D- Internal sharing

Answer:

B

Question 7

Question Type: MultipleChoice

What is a shared leave program?

Options:

- A- A contribution of money to a nonprofit entity where a company employee volunteers
- B- A donation of vacation time to others facing emergency situations
- C- An arrangement to ensure adequate coverage of service during employees' vacations
- D- An executive loan to worthy organizations for a period of time

Answer:

B

Question 8

Question Type: MultipleChoice

Which of the following is an example of a flexible work arrangement?

Options:

- A- Compressed work week
- B- Work redesign
- C- Career flexibility
- D- Full-time work

Answer:

A

Question 9

Question Type: MultipleChoice

When an employee is sacrificing his or her personal life to manage job responsibilities, what is the first area of work-life that should be examined?

Options:

- A- Financial support
- B- Community involvement
- C- Workplace flexibility
- D- Use of paid time off

Answer:

C

Question 10

Question Type: MultipleChoice

Which of the following is an example of a proactive wellness strategy a company can implement in the workplace?

Options:

- A- Concierge service

- B- Career counseling
- C- On-site fitness program
- D- Product/service discounts

Answer:

C

Question 11

Question Type: MultipleChoice

Which of the following best describes severance allowances?

Options:

- A- A portion of one's salary paid during reserve duty and military leave
- B- A practice of paying a lump sum to employees during a company shutdown
- C- A continuation of an employee's salary after termination
- D- A continuation of a portion of an employee's salary to a beneficiary after the death of an employee

Answer:

C

Question 12

Question Type: MultipleChoice

Which of the following combines traditionally segregated time off and leave programs into one policy covering a single block of time?

Options:

A- Personal leave

B- Sabbatical

C- Severance allowances

D- Paid time off (PTO) bank

Answer:

D

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