

10 Multiple choice questions

1. comparing the performance levels of a process/activity with other businesses
 - a. performance benchmarking
 - b. benchmarking
 - c. informal benchmarking
 - d. best practice benchmarking
2. the values, ideas, expectations and beliefs share by members of business
 - a. corporate (business/workplace) culture
 - b. human resource audit
 - c. performance benchmarking
 - d. informal benchmarking
3. used for measuring whether the activities of a business are meeting its objectives established in the strategic plan; it benchmarks key performance variables with targets aligned with the strategic plan
 - a. best practice benchmarking
 - b. informal benchmarking
 - c. performance benchmarking
 - d. balanced scorecard benchmarking
4. performance measures that are used to evaluate organisational or individual effectiveness
 - a. staff turnover
 - b. benchmarking
 - c. indicators
 - d. absenteeism
5. a process in which indicators are used to compare business performance between internal sections of a business or between businesses
 - a. absenteeism
 - b. indicators
 - c. benchmarking
 - d. informal benchmarking

6. separation of employees from an employer, both voluntary and involuntary, through dismissal or retrenchment; it is often shown as a percentage of total staff numbers
 - a. absenteeism
 - b. staff turnover
 - c. indicators
 - d. benchmarking
7. a diagnostic tool used to evaluate HR policies and practices in order to identify problems and develop solutions in an attempt to rectify problems
 - a. benchmarking
 - b. informal benchmarking
 - c. staff turnover
 - d. human resource audit
8. any strategies such as networking through informal discussions with colleagues in other businesses, undertaking visits to other business, researching best practice online and attending conferences
 - a. best practice benchmarking
 - b. informal benchmarking
 - c. performance benchmarking
 - d. benchmarking
9. comparing performance levels with those of another best practice business in specific areas using a structured process to gain skills and knowledge and to modify organisational processes
 - a. best practice benchmarking
 - b. performance benchmarking
 - c. informal benchmarking
 - d. benchmarking
10. employee absences, on an average day, without sick leave or leave approved in advance
 - a. absenteeism
 - b. benchmarking
 - c. indicators
 - d. staff turnover