Chapter 8 Multiple Choice

1. The process through which managers ensure that employees' activities and outputs are congruent with the organizational goals is referred to as
   - A) organizational culture.
   - B) performance feedback.
   - C) outcome fairness.
   - D) performance management.

2. The organization's use of performance management information in decisions such as salary administration, promotion, and retention-termination, pertains to which of these purposes?
   - A) Administrative
   - B) Developmental
   - C) Strategic
   - D) Competitive

3. Minimizing rating errors and biases is an implication pertaining to which of these?
   - A) Outcome fairness
   - B) Procedural fairness
   - C) Interpersonal fairness
   - D) Inter rater fairness

12. are useful for understanding the amount of variance between an outcome and the expected value or average outcome.
   - A) Cause-and-effect diagrams
   - B) Histograms
   - C) Scattergrams
   - D) A Pareto chart

13. When one positive performance aspect causes the rater to rate all other aspects of performance positively, it is referred to as ____________
   - A) halo error.
   - B) distributional error.
   - C) horn error.
   - D) contrast error.

3. Strategic congruence refers to the extent that the organization's goals match its strategic plans.
   - A) True
   - B) False