

# Quiz Grade: 90.0% (A)

## Quiz Submission

Business Performance Management

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**Quiz ID:** 634ef5a5-c15d-467a-97c4-5f854790d327  
**Submission Date:** June 30, 2026 at 3:26 AM  
**Total Questions:** 10

### Course Information

**Course Title:** Business Performance Management  
**Course Code:** LCBPE 617  
**Credit Hours:** 3

## Quiz Questions, Student Answers, and Correct Answers

### Question 1 of 10

*Multiple Choice Question*

**What is the primary purpose of Business Performance Management (BPM)?**

**Available Options:**

- (A) To increase employee workload
- (B) To supervise, measure, and improve organizational performance ← STUDENT SELECTED ← CORRECT ANSWER**
- (C) To reduce the number of employees
- (D) To eliminate financial reporting

**Student's Answer:** Option B: To supervise, measure, and improve organizational performance

**Correct Answer:** Option B: To supervise, measure, and improve organizational performance

### Question 2 of 10

*Multiple Choice Question*

**Which of the following is NOT a component of the Balanced Scorecard?**

**Available Options:**

- (A) Financial measures
- (B) Customer perspectives
- (C) Employee turnover ← STUDENT SELECTED ← CORRECT ANSWER**
- (D) Internal business processes

**Student's Answer:** Option C: Employee turnover

**Correct Answer:** Option C: Employee turnover

Question 3 of 10

Multiple Choice Question

In the context of BPM, what do KPIs stand for?

Available Options:

- (A) Key Performance Indicators ← STUDENT SELECTED ← CORRECT ANSWER
- (B) Knowledge Process Integrations
- (C) Key Product Innovations
- (D) Knowledge Performance Insights

Student's Answer: Option A: Key Performance Indicators

Correct Answer: Option A: Key Performance Indicators

Question 4 of 10

Multiple Choice Question

Which of the following best describes the role of HR in Business Performance Management?

Available Options:

- (A) HR is solely responsible for hiring new employees
- (B) HR assesses and influences employee wellbeing, impacting business performance ← STUDENT SELECTED ← CORRECT ANSWER
- (C) HR only deals with payroll management
- (D) HR focuses on external customer satisfaction

Student's Answer: Option B: HR assesses and influences employee wellbeing, impacting business performance

Correct Answer: Option B: HR assesses and influences employee wellbeing, impacting business performance

Question 5 of 10

Multiple Choice Question

How do financial indicators contribute to Business Performance Management?

Available Options:

- (A) They are used exclusively for forecasting market trends
- (B) They provide data for strategic decision-making and performance evaluation ← STUDENT SELECTED ← CORRECT ANSWER
- (C) They are only important for small businesses
- (D) They focus on non-financial aspects of business

Student's Answer: Option B: They provide data for strategic decision-making and performance evaluation

Correct Answer: Option B: They provide data for strategic decision-making and performance evaluation

#### Question 6 of 10

Multiple Choice Question

**What is the primary focus of Análisis de Desempeño in BPM?**

Available Options:

- (A) To analyze financial investments
- (B) To assess employee satisfaction
- (C) To evaluate performance against strategic goals ← STUDENT SELECTED ← CORRECT ANSWER**
- (D) To improve customer service

**Student's Answer:** Option C: To evaluate performance against strategic goals

**Correct Answer:** Option C: To evaluate performance against strategic goals

#### Question 7 of 10

Multiple Choice Question

**Which strategy is central to achieving effective Business Performance Management?**

Available Options:

- (A) Randomized decision-making
- (B) Strategic goal setting and KPI monitoring ← STUDENT SELECTED ← CORRECT ANSWER**
- (C) Focusing solely on financial outcomes
- (D) Ignoring employee feedback

**Student's Answer:** Option B: Strategic goal setting and KPI monitoring

**Correct Answer:** Option B: Strategic goal setting and KPI monitoring

#### Question 8 of 10

Text Answer Question

**Explain how the Balanced Scorecard can influence employee performance in an organization.**

**Student's Answer:**

The Balanced Scorecard influences employee performance by translating big company strategy into day-to-day actions employees actually control. 1. It improve Customer Satisfaction score → which drives Retention → which hits Financial goals. 2. it regulates employees behavior in terms of service quality 3. Ownership & Accountability is assured Teams get KPIs they can influence. Ex: IT tracks "system uptime" under Internal Processes. Training completion under Learning & Growth. 4. Employees get faster feedback on what's working. Gaps in Learning & Growth KPIs also flag where training/coaching is needed, so performance can actually improve.

**Correct Answer:**

**The Balanced Scorecard provides a framework that translates an organization's strategy into specific objectives and measures across different perspectives, including financial, customer, internal processes, and learning and growth. By aligning employee objectives with these strategic goals, it encourages employees to focus on activities that enhance performance and contribute to the organization's success.**

### Question 9 of 10

Text Answer Question

**Discuss the importance of aligning KPIs with strategic objectives in Business Performance Management.**

**Student's Answer:**

1. It creates direction, not just activity Marketing tracks "MQLs from social → pipeline influenced" because the strategic objective is revenue growth and because of that everyone works toward the same target instead of optimizing random metrics. 2. Sales KPIs for instance include both revenue and gross margin or customer retention. The Scorecard's 4 perspectives stay balanced. No department wins at the expense of the whole. 3. It makes decisions faster and better KPIs helps to monitor the few KPIs that signal if strategy is on track. If "Time-to-market" is a strategic objective, you watch cycle time Leaders can spot issues early and reallocate resources quickly. 4. It drives employee engagement and accountability Work feels meaningful, and teams know what "good performance" actually looks like.

**Correct Answer:**

**Aligning KPIs with strategic objectives ensures that all measurement activities are directly linked to the organization's goals. This alignment helps in prioritizing resources, focusing efforts on critical areas, and providing clear direction to employees. It facilitates effective monitoring and evaluation of progress, enabling timely adjustments to strategies and enhancing overall organizational performance.**

### Question 10 of 10

Text Answer Question

**What role does employee wellbeing play in influencing business performance?**

**Student's Answer:**

How wellbeing directly influences business performance 1. Productivity + Quality go up Employee wellbeing improves mental/physical health, fewer distractions and reduces presenteeism, fewer errors, faster task completion. An exhausted team will miss process SLAs. A well-rested team hits them. 2. Retention & Knowledge stay in the business High stress + poor wellbeing = high turnover. High turnover is expensive you lose institutional knowledge, pay rehiring costs, and see dips in Internal Process KPIs while roles are vacant. Strong wellbeing keeps experience on the floor. 3. Engagement drives Customer outcomes Engaged employees who feel cared for show up differently with customers. Gallup data consistently links employee engagement to higher Customer Satisfaction, repeat purchase, and lower complaints. Unhappy staff = unhappy customers. 4. Innovation & Adaptability improve Psychologically safe, well-supported teams take smarter risks and share ideas. it enhance process improvements, new products, and faster adaptation.

**Correct Answer:**

**Employee wellbeing is crucial as it directly impacts productivity, job satisfaction, and retention. Healthy and satisfied employees are more engaged, perform better, and contribute positively to the workplace culture. Organizations that prioritize wellbeing often see improvements in performance, as employees are more motivated to achieve organizational goals.**