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(SPHR)

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QUESTION 1

Which of the following encourages individual employee self esteem, such as satisfaction from challenging and exciting assignments?

- A. Total reward
- B. Intrinsic reward
- C. Monetary compensation
- D. Entitlement philosophy

Correct Answer: B

QUESTION 2

Which of the following provides an anonymous means by which employees can provide ideas for improvements to management?

- A. Suggestion box
- B. Task force
- C. Committees
- D. Work team

Correct Answer: A

QUESTION 3

The management and union are proceeding to an arbitration hearing that will be conducted by an arbitration panel. Which one of the following best describes the makeup of the arbitration panel?

- A. There are three arbitrators all of whom must be approved to participate by the management and the union.
- B. There are three arbitrators, all of whom are selected by the party not bringing the grievance.
- C. There are three arbitrators, one selected by the management, one selected by the union, and a neutral arbitrator whom both management and union approve of.
- D. There are three arbitrators all of whom are randomly selected to serve from a pool of pre-approved management and union arbitrators.

Correct Answer: C

QUESTION 4

Which of the following organizational structures would be most effective for a company with three distinct commodities for sale?

- A. Functional structure
- B. Flat-line structure
- C. Divisional structure
- D. Product-based structure

Correct Answer: D

QUESTION 5

The most common reason for the failure of organizational-change initiatives is which of the following?

- A. There was no training system in place.
- B. Employees were not prepared for the change.
- C. The strategic plan was not communicated to employees.
- D. Organization leaders did not support the change.

Correct Answer: B

QUESTION 6

As an HR Professional you should be familiar with the terminology, practices, and rules governing unions and management in the bargaining process. What is the zipper clause in regard to negotiations?

- A. Items in a management-union contract can be "zipped" open and closed as often as necessary.
- B. Items in a management-union contract are "zipped" closed, once the agreement is signed by both parties.
- C. Management and union representations are locked out of union employee meetings.
- D. Management is locked out of union meetings.

Correct Answer: B

QUESTION 7

Part of organizational development is a commitment to quality. What quality control tool shows categories of failures from largest to smallest in a bar chart?

- A. Histogram chart
- B. Control chart

- C. Pareto chart
- D. Fishbone diagram

Correct Answer: C

QUESTION 8

One type of risk, HR Professionals must be aware of and combat is job stress. Which of the following is the best definition of job stress?

- A. Stress is the degree of physical, emotional, and mental strain upon a worker from the demands and constraints of employment.
- B. Stress is the lack of exercise, sleep, and good diet combined with work demands that are beyond the scope of a person's capabilities.
- C. Stress is a harmful physical and emotional response that occurs when the requirements of the job don't match the capabilities, resources, or needs of the worker.
- D. Stress is pressure from requirements in a workplace that are beyond the scope of job satisfaction.

Correct Answer: C

QUESTION 9

You are the HR Professional for your organization and you've identified a risk event. The risk event can be mitigated by purchasing an insurance to protect the organization. The purchase of the insurance policy is what type of risk response?

- A. Avoidance
- B. Transference
- C. Acceptance
- D. Sharing

Correct Answer: B

QUESTION 10

Project management is a core activity in many organizations today. Which of the following statements best describes the process groups that comprise the project management lifecycle?

- A. The project management lifecycle is comprised of organizing, commanding, coordinating, and controlling.
- B. The project management lifecycle is comprised of launching, planning, executing, monitoring and controlling, and closing.
- C. The project management lifecycle is comprised of forming, storming, norming, performing, and adjourning.

D. The project management lifecycle is comprised of initiating, planning, executing, monitoring and controlling, and closing.

Correct Answer: D

QUESTION 11

Gina is a receptionist for her company and she is a non-exempt employee. She works between the hours of 8AM and 5PM. During the day she is required to be at the front desk at all times, except for small breaks to use the restroom. Gina is often required by her company to remain at the desk for her lunch. When Gina has to eat her lunch at the front desk is she to be compensated for this time or not?

- A. No, because she is non-exempt
- B. No, because she is eating lunch
- C. Yes, because she is non-exempt
- D. Yes, because she is required to be at the desk

Correct Answer: D

QUESTION 12

You are the HR Professional for your organization and management has asked you about the requirements for the Americans with Disabilities Act. Specifically, management wants to know the threshold of number of employees that require an organization to participate in the act. What is the minimum number of employees that an organization must have in order to be required to participate in the ADA law?

- A. 50 employees or more
- B. 15 employees or more
- C. All companies are covered by the Americans with Disabilities Act.
- D. 100 employees or more

Correct Answer: B