

HRCI

Exam Questions PHR

Professional in Human Resources



NEW QUESTION 1

Which one of the following best describes Progressive discipline?

- A. Discussion of substandard performance, written warning, final writtenwarning, terminatio
- B. Series of documents of employee's incompetence or insubordination that precedes an employee's terminatio
- C. Discussion of substandard performance, verbal warning, written warning, and final written warnin
- D. Series of documents of employee's substandard performance prior to each step of discipline or terminatio

Answer: C

NEW QUESTION 2

As an HR Professional you must be familiar with the strategic business management of your organization. Henry Fayol identified five functions of business management which still apply to businesses today. Which one of the following answers correctly identifies the five functions of a manager?

- A. Prevoyance, to command, to execute, to close, and to control
- B. Prevoyance, to organize, to command, to coordinate, andto control
- C. To plan, to organize, to control, to propose, and to close
- D. Initiating, planning, executing, controlling, and closing

Answer: B

NEW QUESTION 3

As an HR Professional, you must be familiar with certain theories and insights about organizational culture, organizational development, and management. Who addressed organizational culture as "that's the way we do things around here"?

- A. Frederick Herzberg
- B. Allen
- C. Kennedy
- D. Edgard Schein
- E. Edwards Deming

Answer: C

NEW QUESTION 4

As an HR Professional you must recognize, and be aware of several pieces of legislation that affects your performance as an HR Professional.Which one of the following acts exempted labor unions and agricultural organizations from The Sherman Antitrust Act?

- A. The Clayton Act
- B. The Railway Labor Act
- C. The National Labor Relations Act
- D. The National Industrial Recovery Act

Answer: A

NEW QUESTION 5

Your organization has created an affirmative action plan which includes an internal audit and reporting system. According to the Department of Labor there are four actions which should be included in the internal audit and reporting system to be effective. Which of the following is not one of the Department of Labor recommended actions for the internal audit and reporting system?

- A. Require internal reporting on a schedule basis as to thedegree to which equal employment opportunity and organizational objectives are attaine
- B. Monitor records of all personnel activity at all levels to ensure that nondiscriminatory policy is enforce
- C. Post the findings of the internal audit and reporting system for all employees to revie
- D. Review report resources with all levels of managemen

Answer: C

NEW QUESTION 6

Heather's organization works with a labor union work force. Heather has heard rumors that the union has been trying to create a hot cargo agreement with a supplier. What is a hot cargo agreement?

- A. It's an agreement that an employer will stop doing business with a non-union busines
- B. It's a threat that the union will slow down processing orders for non-union shop
- C. It's an agreement to rush orders for union-based businesse
- D. It forces suppliers to join the unio

Answer: A

NEW QUESTION 7

COBRA, the Consolidated Omnibus Budget Reconciliation Act, requires some organizations to offer continuation of group health care coverage to employees and family members based on certain qualifying events. How many employees must exist within an organization for COBRA requirements to be enforced?

- A. 20
- B. 100
- C. 50
- D. 10

Answer: A

NEW QUESTION 8

As a HR Professional you must be familiar with several different lawsuits and their affect on human resource practices today. This adverse impact lawsuit determined that discrimination need not be deliberate or observable to be real. Employees were segregated by race and were allowed to work only in the lowest paid position. What lawsuit is described?

- A. Griggs versus Duke Power, 1971
- B. Albemarle Paper versus Moody, 1975
- C. Washington versus Davis, 1976
- D. McDonnell Douglas Cor
- E. versus Green, 1973

Answer: A

NEW QUESTION 9

The Equal Pay Act of 1963 prohibits discrimination on the basis of sex in the payment of wages or benefits, to men and women who perform substantially equal work for the same employer, in the same establishment, and under similar working conditions. The law defined substantial equality of job content on four factors. Which one of the following is not one of the four factors this law defines?

- A. Effort
- B. Working conditions
- C. Skill
- D. Education

Answer: D

NEW QUESTION 10

There are seven stages of internal consulting that a HR Professional must be familiar with. Consider this scenario: Mark is a HR Professional for his organization. He is meeting with Tammy and Tammy's supervisor Eric to learn about a conflict between Tammy and Eric. Mark wants to understand both parties before addressing the scenario. Which of the seven stages is Mark, Tammy, and Eric participating in?

- A. Developing recommendations
- B. Implementing
- C. Exploring the situation
- D. Gaining agreement to the project plan

Answer: C

NEW QUESTION 10

John is the HR Professional for his organization. He is interviewing Sally for a sales position and he has asked Sally to provide an instance of how she worked with a tough customer in the past, how Sally resolved the situation, and what the outcome of the experience was. This is what type of interviewing technique?

- A. Prescreen interview
- B. Behavior-based interview
- C. Directive interview
- D. Stress interview

Answer: B

NEW QUESTION 13

You are leading a brief presentation for your company about the ERISA program your company participates in. What is ERISA used for?

- A. It protects the interests of those who participate in employee benefit plans
- B. It protects the workers of employee compensation plans
- C. It protects private organizations that have profit sharing plans for employee compensation
- D. It allows private organizations to create investments for workers in profit-sharing plans

Answer: A

NEW QUESTION 14

Diane is the HR Professional for her organization and she's examining the ranges for the compensation levels of her company. Which one of the following statements best describes what a range for compensation is?

- A. A range specifies the lowest/minimum and the highest/maximum compensation rates for which positions with each grade are federally mandated that employees be pai
- B. A range specifies the lowest/minimum and the highest/maximum compensation rates for which positions with each grade are generally pai
- C. A rangespecifies the lowest/minimum and the highest/maximum compensation rates for the worth of responsibilitie
- D. A range specifies the lowest/minimum and the highest/maximum value for which employees are generally paid through incentive

Answer: B

NEW QUESTION 16

Deal and Kennedy defined the four dimensions of organizational culture that you should be familiar with, as an HR Professional. What dimension of organizational culture is best defined by the hidden hierarchy of power?

- A. Culture network
- B. Joy
- C. Values
- D. Heroes

Answer: A

NEW QUESTION 18

Robert is the HR Professional for his organization and he's speaking with the federation chairman about the labor and the direction of unions. What is a federation?

- A. A federation is a group of national union
- B. A federation is the same as a unio
- C. A federation is a union that has international member
- D. A federation is the governing body of a unio

Answer: A

NEW QUESTION 23

There are seven stages of internal consulting that an HR Professional must be familiar with. Consider this scenario: Frances has developed an HR training plan for her organization. The plan is comprehensive, aggressive, and will provide organizational development for all levels of employees in the company. Frances is presenting her plan to her organization's management. What level of internal consulting is Fran participating in?

- A. Reviewing, transitioning, and evaluating the project
- B. Gaining agreement to the project plan
- C. Presenting the findings and recommendations
- D. Exploring the situation

Answer: B

NEW QUESTION 27

You are the HR Professional for your organization and you have been asked to hire a project manager. The average market salary for the project management position, you have available is \$87,500. Which one of the following salaries would be indicative of lagging the market?

- A. \$79,000
- B. \$101,000
- C. \$87,500
- D. \$88,000

Answer: A

NEW QUESTION 32

As an HR Professional you must be familiar with several different lawsuits and their affect on human resource practices today. What legal case found that a test that has an adverse impact on a protected class is still lawful as long as the test can be shown to be valid and job related?

- A. Washington versus Davis, 1976
- B. Griggs versus Duke Power, 1971
- C. McDonnell Douglas Cor
- D. versus Green, 1973
- E. Albemarle Paper versus Moody, 1975

Answer: A

NEW QUESTION 33

You are a HR Professional for your organization and your supervisor is asking you about the details of the Civil Rights Act of 1991, and what it means to your company. He wants to know what the total damages could be if an organization is found liable by a jury trial. What is the maximum amount that could be awarded to a victim of discrimination if the organization is found liable?

- A. There is no limited amount as the jury can determine damages
- B. \$50,000
- C. \$300,000
- D. \$500,000

Answer: C

NEW QUESTION 34

John's organization has collected several applications for an employment position within his organization. The data collected from these applications must be kept secure and private, especially in light of the Privacy Act of what year?

- A. 1964
- B. 1968
- C. 1974
- D. 2007

Answer: C

NEW QUESTION 37

Fran is a HR Professional for her organization and she is interviewing applicants for a warehouse position. One of the candidates has written on his application that he speaks Spanish. Fran interviews this candidate in Spanish and interviews all other candidates in English. This is an example of what?

- A. Disparate treatment
- B. Disparate impact
- C. Accommodation
- D. Perpetuating past discrimination

Answer: A

NEW QUESTION 39

As an HR Professional you should be familiar with the terminology, practices, and rules governing unions and management in the bargaining process. There are three primary types of bargaining that management and unions participate in. Which one of the following bargaining types aims to generate a variety of options before settling on one?

- A. Distributive bargaining
- B. Good faith bargaining
- C. Integrative bargaining
- D. Interest-based bargaining

Answer: D

NEW QUESTION 41

There are seven stages of internal consulting that a HR Professional must be familiar with. Which one of the following is not one of the seven stages of internal consulting?

- A. Exploring the situation
- B. Implementing
- C. Developing recommendations
- D. Executing the project plan

Answer: D

NEW QUESTION 44

The Department of Labor establishes the rules for unemployment insurance and associated claims. Who administers the unemployment?

- A. Each organization
- B. The Department of Labor
- C. Insurance companies
- D. Each state

Answer: D

NEW QUESTION 45

What of the following statements defines total rewards?

- A. It is the total amount of pay a person earns per year
- B. It is the compensation and the benefits a person earns
- C. It is the amount of pay a person earns per hour
- D. It is the compensation a person earns for their time

Answer: B

NEW QUESTION 48

Beth is a HR Professional for her organization and she's discussing the risk of growing her organization's business. What is risk and why would it be considered in HR for organizational growth?

- A. Risk is an uncertain event or condition that may help or hinder an organization
- B. Adding employees can help positive risks or amplify negative risk event
- C. Risk is an adverse event that can halt, hinder, or hurt the objectives of a business
- D. Risk is a negative event that an organization must consider when adding new employees to grow a company
- E. Risk is an uncertain event or condition that can have a positive or negative effect on the goals of an organization

Answer: A

NEW QUESTION 53

Your organization has 80 full-time employees. Management has recently informed you that they have sold their business and they'll be releasing all employees in the organization. Based on the Worker Adjustment and Retraining Notification Act of 1988, how many days must management give in writing to the employees of this organization before the mass layoff?

- A. 60 days
- B. 120 days
- C. Zero days
- D. 30 days

Answer: C

NEW QUESTION 56

Which of the following are established by Fair Labor Standards Act (FLSA) of 1938? Each correct answer represents a complete solution. Choose three.

- A. Criteria for exempt and nonexempt employees
- B. Minimum wage requirement
- C. Laws for protecting American children against labor exploitation
- D. Health insurance requirement

Answer: ABC

NEW QUESTION 57

Sally is an HR Professional for an organization and she's working with Holly another HR Professional. Holly is concerned with effectiveness of a new policy. Sally is concerned with the efficiency of the new policy. What is the difference between effectiveness and efficiency?

- A. These are the same values in human resource
- B. Efficiency is doing things right
- C. Effectiveness is doing the right thing
- D. Efficiency is being effective when doing thing
- E. Effectiveness is doing the right things efficiently
- F. Efficiency is knowing what to do
- G. Effectiveness is doing what you know you should

Answer: B

NEW QUESTION 61

Mark is an HR Professional for his organization and he has been given the assignment to create an Affirmative Action Plan for his company. Mark will also be considered to be designated the responsibility for this Affirmative Action Plan. What does the designation of responsibility mean?

- A. It means that Mark will be the person that reports on the plan's implementation to management
- B. It means that Mark will be the person that reports on the plan's implementation to the Department of Labor
- C. It means that Mark will be the person responsible for actually implementing the plan
- D. It means that Mark will be the manager for all Affirmative Action scenarios and issues within his company

Answer: C

NEW QUESTION 66

Lucas has asked his manager to take time off from work because of a holiday his religion celebrates. Fran agrees but tells Lucas that he will be inspecting his project work to ensure that the work is accurate and not suffering because of the requested time off. This is an example of what?

- A. Perpetuating past discrimination
- B. Religious persecution in the workforce
- C. Quality control
- D. Disparate treatment

Answer: D

NEW QUESTION 71

An organization is considering services it can successfully provide to its customers. One of the services, however, is deemed to be difficult to offer with a high degree of certainty of success. The organization has decided not to offer the service because of the risk in offering the service, and failing. What risk response is used in this scenario?

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

Answer: C

NEW QUESTION 73

If a union wants to organize, it typically moves through five steps to the organizing process. Which one of the following is not one of the five stages of unionization of work force?

- A. The financing
- B. The campaign
- C. Obtaining recognition
- D. The election

Answer: A

NEW QUESTION 75

Sally is an HR employee for her company. She is primarily interested in serving only in an organizational role where she focuses on creating HR policies and procedures. What is the limitation Sally may subject herself to, if she focuses only on the organizational role?

- A. She'll only be involved in the organization's strategic planning effort
- B. She won't be involved in the organization's strategic planning or change effort
- C. Her organizational impact will be limited to identifying problems, creating policy initiatives, and launching HR program
- D. Her organizational impact will be limited to promoting employee performance

Answer: B

NEW QUESTION 79

Herb is the HR Professional for his organization. He is preparing to hire a new employee, Hans, to the firm. Herb has asked Hans to agree, in writing, to mandatory arbitration as part of the employment offer. What does this agreement mean?

- A. It means that Hans and the organization must settle all disputes, if any arise, through a neutral third party rather than through a lawsuit
- B. It means that Hans must file all legal complaints with the organization's attorney, before filing a lawsuit against the organization
- C. It means that Herb's firm can research Hans to determine if he's had any lawsuit
- D. It means that Hans cannot work for competitors without the written permission of the employee

Answer: A

NEW QUESTION 82

Which one of the following is the best example of a disparate treatment of discrimination?

- A. All project team members are asked to take turns keeping meeting minutes in a rotation
- B. The meeting minutes will be kept by both men and women in a rotation
- C. The meeting minutes will be kept by female members of the project team because they have neater handwriting
- D. All junior project team members are required to take turns keeping meeting minutes in a rotation

Answer: C

NEW QUESTION 85

Management and union representatives are working through a collective bargaining agreement. What term is used in this process to describe arbitration that is used to resolve conflicts around contract language in the collective bargaining agreement?

- A. Decisions
- B. Permanent arbitration
- C. Interest arbitration
- D. Ad hoc arbitration

Answer: C

NEW QUESTION 86

Holly is an HR Professional for her organization and she's creating a new application for employee candidates. On Holly's application form which item is allowed?

- A. Race
- B. Gender
- C. Request for background check
- D. Sexual orientation

Answer: C

NEW QUESTION 88

Which of the following is a process that occurs due to mergers, outsourcing or changing business needs?

- A. Involuntary exit
- B. Plant closing
- C. Voluntarily exit
- D. Outplacement

Answer: A

NEW QUESTION 90

Which of the following are the benefits of gainsharing programs? Each correct answer represents a complete solution. Choose three.

- A. Aligns employees to organization goals
- B. Employees are paid on the basis of group performance rather than individual performance
- C. Enhances employees focus and awareness
- D. Helps organization to achieve improvement in key performance measures

Answer: ACD

NEW QUESTION 93

You are a HR Professional for your organization and you're educating your staff on the Pregnancy Discrimination Act. Which one of the following statements about the Pregnancy Discrimination Act is not true?

- A. Pregnancy related benefits cannot be limited to married employee
- B. Employers must provide the same level of health benefits for spouses of male employees as they do for spouses of female employee
- C. If an employer provides any benefits to workers on leave, the employer must provide the same benefits for those on leave for pregnancy-related condition
- D. An employer is allowed to refuse to hire a pregnant woman because of the imminent time frame of the needed leave to deliver and care for the child

Answer: D

NEW QUESTION 98

As an HR Professional you should be familiar with OSHA forms for maintaining employee records. OSHA form 301 is used to document the incident that caused the work-related injury or illness. How long is an organization required to keep the form on record?

- A. One year from the date of the incident
- B. Five years following the year of the incident
- C. Three years following the year of the incident
- D. 90 days following the year of the incident

Answer: B

NEW QUESTION 100

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