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Exam : **SPHR**

Title : The Professional in Human Resources (SPHR)

Version : DEMO

1.Which of the following functional areas covers activities related to planning for and managing entry into and exit from the organization to meet changing business needs?

A. Workforce Planning and Employment

B. Business Management and Strategy

C. Human Resource Development

D. Employee and Labor Relations

Answer: A

Answer option A is correct.Workforce Planning and Employment covers activities related to planning for and managing entry into and exit from the organization to meet changing business needs. This includes practices for evaluating workforce requirements, recruitment and selection, developing an employer brand, managing records, establishing a succession plan, and exiting employees from the organization.Answer option B is incorrect. Business Management and Strategy looks at the "big picture" of the organization and requires an understanding of overall business operations, basic knowledge of other functional areas in the organization, and the ability to interact and work effectively with those functions.Answer option C is incorrect. Human Resource Development utilizes training, development, change, and performance management programs to ensure that individuals with the required knowledge, skills, and abilities are available when needed to accomplish organization goals.Answer option D is incorrect. Employee and Labor Relations address the practices for building positive employment relationships in both union and nonunion environments. This includes employee relations programs, workplace policies and procedures, dispute resolution programs, and collective bargaining activities. Chapter: Certifying Human Resource Professionals Objective: Development of the Human Resource Body of Knowledge

2.According to Knowles, there are five key assumptions about how adults learn. One of the assumptions is the learner's need to know. Which of the following statements is best associated with the assumption of the learner's need to know?

A. I'm ready to learn this because what I learn will help me function better in some way.

B. I understand why I need to learn this.

C. What I learn today will help me solve problems at my workplace tomorrow.

D. I've got lots of valuable experience that I want to draw upon to help me as I learn.

Answer: B

Reference: Professional in Human Resources Certification Guide, Sybex, ISBN: 978-0-470-43096

5. Chapter 5: Human Resource Development. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Adult Learning Processes and Learning Styles

3.As an HR Professional you must be familiar with the project management processes and the stakeholders of projects. All projects can map to the project management lifecycle. Which one of the following best describes the project management lifecycle?

A. It is a unique life of each project -from its initiation through its closing.

B. It is the aggregation of the nine knowledge areas of project management: integration management, scope, schedule, costs, quality, human resources, communication, risk, and procurement.

C. It is the life of the management of the project -from initiation, planning, execution, controlling, through

closing.

D. It is the life of a project to interact with all areas including scope, schedule, costs, quality, human resources, communication, risk, and procurement.

Answer: C

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Three: Strategic Management. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US HR Body of Knowledge.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Project Management Concepts

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

A. The Department of Labor

B. Each state

C. Insurance companies

D. Each organization

Answer: B

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Six: Total Rewards. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-58644149-4, Section III, The US HR Body of Knowledge.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Diversity Concepts

5.A correlation coefficient is an example of a type of what?

A. Qualitative analysis

B. Quantitative analysis

C. Job evaluation

D. Learning matrix

Answer: B

Answer option B is correct.Qualitative analysis is a form of research that uses mathematical models such as correlation, correlation coefficient, and measures of central tendency to provide solutions to problems. Quantitative analysis attempts to measure historical data (B), a job evaluation measures the relative value of each job within the organization (C) and a learning matrix is a generic term that can be used to identify organizational learning strategies (D) . See Chapters 2 and 4 for more information.

Chapter: Core Knowledge Requirements for HR Professionals Objective: Qualitative and Quantitative Analysis

6.This nonmathematical forecasting technique brings the participants together to share and discuss their ideas about the forecast. The ideas are then ranked based on the groups input. What technique is discussed?

A. Management forecasts

B. Delphi technique

C. Nominal group technique

D. Brainstorming

Answer: C

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Qualitative and Quantitative Analysis

7.Your organization offers an employees' retirement benefit program that is covered by the Employee Retirement Income Security Act of 1974. The administrative responsibility for enforcement of the Employee Retirement Income Security Act of 1974 is divided among three government agencies. Which one of the following is not a government agency that helps to enforce ERISA?

A. IRS

B. Department of Labor

C. Pension Benefit Guaranty Corporation

D. FDIC

Answer: D

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Six: Total Rewards. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-58644149-4, Section III, The US HR Body of Knowledge.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Employee Records Management

8.You are the HR Professional for your organization. You are discussing the status of your company's employees to determine who may be considered nonexempt versus exempt. Which one of the following types of employees can never be considered exempted from overtime provisions?

A. Manual workers

B. Sales people

C. Managers

D. Administrative assistants

Answer: A

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Six: Total Rewards. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-58644149-4, Section III, The US HR Body of Knowledge.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Employee Records Management

9.Holly and Gary are HR Professionals in their organization and they are working to develop the strategic plan for their organization. Holly and Gary are using SWOT analysis to help understand the needs of human, financial, technological, capital, and other aspects of their organization. What is SWOT?

A. SWOT is an analysis to define the strengths, weaknesses, openness, and timeliness of an organization.

B. SWOT is an analysis to define the schedule, weaknesses, opportunities, and timetable of a project endeavor.

C. SWOT is an analysis to define the seriousness, weaknesses, openness, and timetable of organization

development.

D. SWOT is an analysis to define the strengths, weaknesses, opportunities, and threats an organization may face.

Answer: D

Answer option D is correct.SWOT is an analysis that can be used to determine the strengths, weaknesses, opportunities, and threats.SWOT analysis is a strategic planning method used to evaluate the Strengths, Weaknesses, Opportunities, and Threats involved in a project or in a business venture. It involves specifying the objective of the business venture or project and identifying the internal and external factors that are favorable and unfavorable to achieving that objective. A SWOT analysis may be incorporated into the strategic planning model. It is a part of business policy that helps an individual or a company to make decisions. It includes the strategies to build the strength of a company and use the opportunities to make the company successful. It also includes the strategies to overcome the weaknesses of and threats to the company.Answer option A is incorrect. This is not a valid definition of SWOT so this choice is incorrect.Answer option B is incorrect. This is not a valid definition of SWOT so this choice is incorrect.Answer option C is incorrect. This is not a valid definition of SWOT so this choice is incorrect. Chapter: Core Knowledge Requirements for HR ProfessionalsObjective: Environmental Scanning Concepts

10.There are many different types of organizations that people create to accomplish business goals. Which business organization has just one person who is responsible for all decisions in the business, retains all profits, and has unlimited personal liability for all business decisions?

A. Partnerships

B. Sole proprietorship

C. Limited liability company

D. Corporation

Answer: B

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Organizations

11.The human resource professional fulfills three core roles in any organization. These three roles help propel the company's success. Which of the following statements best describes the roles of an HR professional?

A. Human resource professionals fulfill strategic, operational, and administrative roles.

B. Human resource professionals fulfill legal, operational, and administrative roles.

C. Human resource professionals fulfill strategic, operational, and logistical roles.

D. Human resource professionals fulfill functional, operational, and logistical roles.

Answer: A

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Organizations

12.Each collective bargaining agreement outlines the process to file a grievance. Most agreements define a four-step approach to the grievance procedure. During which one of the following steps of the grievance procedure, might the president of the local union meet with the manager of the plant at which the employee with the grievance works?

A. Initiate the complaint

B. Escalate the complaint internally

C. Reach the highest level of internal escalation

D. Participate in binding arbitration

Answer: B

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Seven: Employee and Labor Relations. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US HR Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Strategy

13.A business professional must plan on the direction and mission of the organization. Questions that direct the business ask where is the business now, where does the business want to go, how will the business get there, and how will we know when it has arrived. What term is assigned to this business introspection?

A. Planning

B. Mission building

C. Strategic planning

D. Vision

Answer: C

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Strategy

14.What plan captures and projects how human resources will contribute to achieving the organization's strategic plan?

A. Human capital management plan

B. HR Staffing Plan

C. Resource Development Plan

D. Change management plan

Answer: A

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Strategy

15.An HR audit is designed to help management do what?

A. Improve employee morale.

B. Analyze HR policies, programs, and procedures against applicable legal requirements.

C. Improve HR effectiveness.

D. All of the above.

Answer: D

Answer option D is correct.An HR audit is an organized process designed to identify key aspects of HR in the organization such as employee morale, HR policies, programs and procedures, and HR effectiveness. See Chapter 3 for more information. Chapter: Business Management and Strategy Objective: Strategic Management

16.What term is best described as examining the entire organization to simplify or eliminate unnecessary processes with the goal of increasing customer satisfaction through improvements in efficiency?

A. Reengineering

B. Corporate restructuring

C. Workforce reduction

D. Mergers and acquisitions

Answer: A

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Strategic Management

17.You need to participate in enterprise risk management and complete an HR-audit. Which of the following is the best definition of an HR-audit in regard to risk management?

A. Identify the total number of employees in the organization

B. Identify the competency of employees in each areas of the organization

C. Identify the total number of employees by years of employment in the organization and verify their experience, education, and skills

D. Identify the HR areas that may be out of compliance with legal requirements

Answer: D

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Strategic Management

18.As an HR Professional, you must be familiar with many laws and the process of how laws come into existence. One type of law is an administrative law. Which of the following is NOT an example of an administrative law?

A. Agency rules and regulations

B. Executive orders

C. Agency orders

D. Corporate governance

Answer: D

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Corporate Governance

19.John is the Senior HR Professional for his organization and he's reviewing his company's code of conduct. Which of the following statements best describes a code of conduct?

A. A code of conduct is a statement of behaviors that the organization expects from its employees.

B. A code of conduct is a statement of ideal standards that the organization is committed to uphold in its business practices.

C. A code of conduct is a statement of ideal standards that the shareholders are expected to uphold in its business practices.

D. A code of conduct is a statement of behaviors that the employees expect from its management.

Answer: A

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Corporate Governance

20.As a Senior HR Professional, you may have to work with the board of directors on some organizational issues and goals. How does the board of directors come into existence?

A. The founder of the organization chooses the members of the board.

B. The members of the board are hired just like all employees.

C. The shareholders of the company elect the board of directors.

D. Regulations, laws, and policies determine who is eligible to serve on the board of directors.

Answer: C

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-47043096-5. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Business Management and Strategy

Objective: Corporate Governance