

HRCI

Exam Questions PHR

Professional in Human Resources



NEW QUESTION 1

Which of the following is the process of constantly working with employees to enhance their ability to perform their jobs productively?

- A. Performance appraisal
- B. Employee self-assessment
- C. Performance management
- D. Supervisory training

Answer: C

NEW QUESTION 2

Beth works for the HJR Corporation and she feels that she has been discriminated against by her supervisor. Beth would like to file a charge with the EEOC but she's afraid of the repercussions and she doesn't want her identity exposed. Beth asks a lawyer to file the charge for her so she can remain anonymous. Is this legal?

- A. It depends on the state where the charge is being filed, as some states allow anonymous filings while others do not
- B. No, the person who has been discriminated against must file her own charge
- C. No, the person who files the charge cannot remain anonymous
- D. Yes, the person who files the charge can have someone else file the charge on their behalf to protect their identity

Answer: D

NEW QUESTION 3

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 4

Validity is an important part of the interview process. All HR Professionals should recognize validity through the interview process. Which one of the following is not one of the four types of validity?

- A. Content validity
- B. Professional validity
- C. Construct validity
- D. Predictive validity

Answer: B

NEW QUESTION 5

As an HR Professional, you must be familiar with collective bargaining agreements and the process that rights are given, contracts, and union and management cooperation. With this in mind, what is a rights arbitration?

- A. It is a lawsuit between the collective management and the collective union
- B. It is a formal hearing between the management and the union, to resolve grievances during the construction of a contract
- C. It is a formal hearing between management and union members to resolve grievances during the administration of a contract
- D. It is not a lawsuit, but a resolution of laws and their impact on existing contract

Answer: C

NEW QUESTION 6

Sexual harassment is a form of sex discrimination and it is illegal in the US based on what law?

- A. Title VII of the Civil Rights Act of 1964
- B. ADA and Rehabilitation Act of 2008
- C. ADEA of 1967
- D. Fair Labor Standards Act of 1958

Answer: A

NEW QUESTION 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. FDIC
- B. Department of Labor
- C. IRS
- D. Pension Benefit Guaranty Corporation

Answer: A

NEW QUESTION 8

Pat is interviewing Sammy for a job in his organization. During the interview, Pat asks Sammy for a dinner date. Sammy refuses his offer, but thanks him. Pat tells Sammy that a dinner date would be beneficial to the job selection. Sammy still refuses the dinner date. Based on this conversation, Pat decides not to hire Sammy for the position. This is an example of what type of sexual harassment?

- A. Covert
- B. Quid Pro Quo
- C. Contingent
- D. Hostile Work Environment

Answer: B

NEW QUESTION 9

Your organization will be using the factor comparison technique in their evaluations of job performance. You need to communicate what the factor comparison technique accomplishes as you're the HR Professional for your organization. Which of the following best describes the factor comparison technique?

- A. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job
- B. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job
- C. A monetary value is assigned for each factor to determine its worth
- D. Based on performance, historical information, and value this approach determines the importance and value of each job
- E. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job
- F. A monetary value is assigned for each factor to determine its worth
- G. Based on performance, historical information, and value this approach determines a bonus structure for each job
- H. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each job
- I. A monetary value is assigned for each factor to determine its worth
- J. Based on performance, historical information, and value this approach determines a pay rate for each job

Answer: D

NEW QUESTION 10

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 versus Green, 1973
- E. versus Green, 1973

Answer: A

NEW QUESTION 10

John earns \$45,200 per year as a mechanic in your organization. The \$42,500 per year does not include earnings John may have through shift differentials, benefits, overtime, incentives, and bonuses. Which one of the following terms best describes the \$45,200 per year that John earns?

- A. Base pay
- B. Market-demand pay
- C. Hygiene factor pay
- D. Variable pay

Answer: A

NEW QUESTION 12

You are a HR Professional for your organization. You and your supervisor are reviewing the EEO reporting requirements for your company to comply with the reports your firm should file. Which report is collected on odd-number of years from state and local governments?

- A. EEO-4 Report
- B. EEO-1 Report
- C. EEO-5 report
- D. EEO-3 Report

Answer: A

NEW QUESTION 14

As a HR Professional you must be familiar with several different lawsuits and their affect on human resource practices today. What did the Regents of the University of California versus Bakke lawsuit primarily accomplish?

- A. Universities could not use race as the reason to exclude an applicant to a college admissions program, but the university could use race as one of the reasons to include a person as an applicant to a college admissions program
- B. Universities could not hire a person based solely on their race
- C. Universities could not use race as a reason to not hire a person, but could use race as a reason to hire a person
- D. Universities could not use race as a reason to include or to exclude a person from a college admissions program

Answer: A

NEW QUESTION 19

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 24

You have just hired a job candidate for a position in your company. You are now required by the Immigration and Control Act of 1986, to complete an employment eligibility form to verify the new employee's eligibility to work in the United States. Within how many days must you complete this form?

- A. 3 days
- B. 30 days
- C. 7 days
- D. 10 days

Answer: A

NEW QUESTION 25

As an HR Professional you should be familiar with the terminology, practices, and rules governing union-based strikes. What is the ally doctrine?

- A. A union may expand upon its primary picketing activity to include employees who are allies of the primary employe
- B. Employers cannot force friends, colleagues, and family members into joining a union picke
- C. Allies of the picketing union can allow allies into the picket lin
- D. A union may expand upon its primary picketing activity to include employers who are allies of the primary employe
- E. A union may serve as an ally to another striking union by allowing their members to join the picket against the primary employe

Answer: C

NEW QUESTION 30

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 34

You are completing a Form I-9 with a newly hired employee. Which one of the following documents is not allowed as a proof of identity and employment eligibility for the newly hired employee?

- A. Driver's license
- B. Expired US passport
- C. Certificate of naturalization
- D. Unexpired reentry permit

Answer: A

NEW QUESTION 36

If a union wants to organize, it typically moves through five steps to the organizing process. Which step of union organization would require the union to collect at least 30 percent of signed authorization cards from employees?

- A. Confirm interest
- B. The campaign
- C. Make a connection
- D. Obtain recognition

Answer: A

NEW QUESTION 39

You are an HR Professional for your organization. Your organization employs 120 people in the United States. You are required to file the EEO-1 report for your organization by what date?

- A. April 15 of each year
- B. The anniversary date of your organization reaching 100 employees
- C. January 1 of each year
- D. September 30 of each year

Answer: D

NEW QUESTION 44

As an HR Professional, you should be familiar with OSHA rules, standards, and regulations. Should an organization violate an OSHA standard, there are often penalties that the employer must pay. What is the maximum fine an employer may face for a deliberate and intentional violation of an OSHA standard?

- A. \$100,000
- B. \$10,000
- C. \$50,000
- D. \$70,000

Answer: D

NEW QUESTION 49

Holly is the HR Professional for her organization and she's examining the type of exemptions for computer employees. What is the minimum rate that the computer employee must earn to be considered exempt?

- A. \$27.63 per hour
- B. \$17.03 per hour
- C. \$45.33 per hour
- D. \$31.23 perhour

Answer: A

NEW QUESTION 53

Which one of the following presents the seven stages of internal consulting in the correct order?

- A. Exploring the situation, Gathering data, analyzing, and identifying findings, Gathering agreement to the project plan, Developing recommendations, Implementing, Presenting the findings and recommendations, Reviewing, transitioning, and evaluating the projec
- B. Exploring the situation, Gathering agreement to the project plan, Gathering data, analyzing, and identifying findings, Presenting the findings and recommendations, Developing recommendations, Implementing, Reviewing, transitioning, and evaluating the projec
- C. Gathering agreement to the project plan, Exploring the situation, Gathering data, analyzing, and identifying findings, Developing recommendations, Presenting the findings and recommendations, Implementing, Reviewing, transitioning, and evaluating the projec
- D. Exploring the situation, Gathering agreement to the project plan, Gathering data, analyzing, and identifying findings, Developing recommendations, Presenting the findings andrecommendations, Implementing, Reviewing, transitioning, and evaluating the projec

Answer: D

NEW QUESTION 55

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 56

Mike is the HR Professional for his organization and he's documenting the relationship of contractors and employees in the organization. Mike is focusing on the control aspects as provided by the Internal Revenue Service. What aspect of the contractor control aspect is best described as how the business pays the worker?

- A. Behavioral control
- B. Contractual relationship
- C. Type ofrelationship
- D. Financial control

Answer: D

NEW QUESTION 57

Which of the following are non-monetary rewards that a company can provide to its employees?

- A. Recognition
- B. Opportunity to learn
- C. Flexible hours
- D. Cash compensation

Answer: ABC

NEW QUESTION 60

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 63

You are the HR Professional for your organization. You have just hired a new employee for your company. What form are you and the newly hired employee required to complete to show the employee's identity and eligibility to work in the United States?

- A. IRCA-00
- B. 1099
- C. IRCA-86
- D. I-9

Answer: D

NEW QUESTION 64

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 69

Virginia is the HR Professional for her organization and she is reviewing the details of the Age Discrimination in Employment Act (ADEA) of 1967. She tells John, one of her staff members, that the ADEA prohibits discrimination on the basis of age for employees and job applicants who are above a certain age. What age does the ADEA apply to employees and job applicants?

- A. 40 and above
- B. 50 and above
- C. 30 and above
- D. All people regardless of their age

Answer: A

NEW QUESTION 74

What act prohibits discrimination on the basis of physical and mental disabilities?

- A. ADEA of 1967
- B. Rehabilitation Act of 1973
- C. VEVRAA of 1974
- D. IRCA of 1986

Answer: B

NEW QUESTION 79

An organization would like to hire a 15-year old for some duties in their business. Which one of the following rules would be breaking the requirements of the child labor provisions of the FLSA?

- A. Non-school hours only
- B. 4 hours per school day
- C. 8 hours in a non-school day
- D. 18 hours per school week

Answer: B

NEW QUESTION 84

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 89

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 94

When an individual files a charge of discrimination with the EEOC against an employer, what will the EEOC do?

- A. The EEOC will create a hearing with the complainant and the employer to investigate the charge
- B. The EEOC will visit the employer to inform them of the charge
- C. The EEOC will investigate the claim by inspecting the employer's place of business
- D. The EEOC will send the employer a letter informing them of the charge

Answer: D

NEW QUESTION 97

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 98

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 events
- 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 102

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 103

As an HR Professional you need to be familiar with the Age Discrimination in Employment Act 1967. What is the maximum age this act applies to people?

- A. There is no age limit in the act
- B. 65
- C. 70
- D. 75

Answer: A

NEW QUESTION 106

Martha is the HR Professional for her organization and she's working with her team to complete non-quantitative job evaluations. Martha wants to stress the available types of non-quantitative job evaluation techniques that are appropriate for her team to be communicated to managers. Which one of the following is not a non-quantitative job evaluation technique that Martha should share?

- A. Whole job ranking
- B. Job slotting
- C. Factor comparison
- D. Job classification

Answer: C

NEW QUESTION 110

OSHA has identified six standards that apply to almost all general industry employers. All of the following are standards as defined by OSHA that apply to employers except for which one?

- A. Emergency action plan standard
- B. Equity pay standard
- C. Exit routes standard
- D. Fire safety standard

Answer: B

NEW QUESTION 112

As an HR Professional you must address risk in the work place. There are two general categories of risk: pure risk and business risk. Which one of the following is an example of pure risk?

- A. Loss of investment
- B. Loss of life or limb
- C. Safety training for workers in construction
- D. Fines and penalties for breaking regulations

Answer: B

NEW QUESTION 115

You are a HR Professional for your organization and you're preparing your team for a series of interviews. You want the team to be familiar with the validity types you'll use and encourage in the series of interviews. One of the requirements for the open position is that the candidates are fluent in both English and Spanish. This is based on the high performers among current employees that have this trait. This is an example of what type of validity?

- A. Criterion-related validity
- B. Predictive validity
- C. Construct-related validity
- D. Content validity

Answer: A

NEW QUESTION 119

Gary is an HR Professional for his organization that has several federal contracts of \$100,000 or more. His organization, as required by VEVRAA, files what form by September 30 each year, which provides the details of the veterans employed by the federal contractor?

- A. Gary must file the EEO-VETS form
- B. Gary must file the VEVRAA ACT-1 report
- C. Gary must file the EEO-1 report
- D. Gary must file the VETS-100 form

Answer: D

NEW QUESTION 120

As a HR Professional you must understand the laws and regulations, which affect employee compensation. Which of the following was the first to address sanitary working conditions?

- A. Walsh-Healey Public Contracts Act
- B. Portal-to-Portal Act
- C. Davis-Bacon Act
- D. Fair Labor Standards Act

Answer: A

NEW QUESTION 123

Your organization is likely to be purchased by a competitor. The Management has asked you, in confidence, to complete environmental scanning to determine the effects of the purchase on your organization's culture, customers, and employees. What is environmental scanning?

- A. Environmental scanning is a review of the opportunities and threats that a condition may have on an organization
- B. Environmental scanning is the process of assessing the effects of an organization change on both macro and micro elements in an organization
- C. Environmental scanning is a review of the cultural achievability of a new project, organizational change, or market influence on at least three factors in an organization
- D. Environmental scanning is an internal review of an external catalyst

Answer: A

NEW QUESTION 124

OSHA may inspect a workplace at any time. The purpose of these inspections is to maintain safety for all workers. OSHA has established five priorities for workplace inspections. Which one of the following statements is the correct order of most important OSHA priorities to least important OSHA priorities?

- A. Imminent danger, planned inspections in high-hazard industries, employee complaints, catastrophes and fatal accidents, follow-up inspections
- B. Imminent danger, catastrophes and fatal accidents, planned inspections in high-hazard industries, employee complaints, and follow-up inspections
- C. Imminent danger, catastrophes and fatal accidents, planned inspections in high-hazard industries, follow-up inspections, and employee complaints
- D. Imminent danger, catastrophes and fatal accidents, employee complaints, planned inspections in high-hazard industries, follow-up inspections

Answer: D

NEW QUESTION 125

Fred is a union employee who has been summoned by the management to an investigatory hearing regarding his conduct. Fred would like to have a union representative with him at the meeting. What is the name of the right that allows Fred to have a union representative with him at the meeting?

- A. Management Rights
- B. Bumping Right
- C. Right of Way
- D. Weingarten Right

Answer: D

NEW QUESTION 130

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 131

Which of the following is a term used to describe efforts made by a downsizing company to help former employees through the transition to new jobs and help them re-orientate to the job market?

- A. Duty of diligence
- B. Exit interview
- C. Utility function
- D. Outplacement

Answer: D

NEW QUESTION 135

You are the HR Professional for your organization and you're working with the management to define the role of contractors versus employees in your organization. According to the Internal Revenue Service, there are three categories of control that help determine whether a person is a contractor or an employee. Which one of the following is not one of the three levels of control as defined by the IRS for employee versus contractor?

- A. Financial control
- B. Locale of work performed
- C. Behavioral control
- D. Type of relationship

Answer: B

NEW QUESTION 140

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 145

As an HR Professional, you must sometimes terminate employees from your organization. When an employee is terminated, there must be a just cause or a good cause for the termination. Which one of the following is not a valid just cause for the employee's termination?

- A. Whether the employee is a member of a protected class
- B. Whether the employee was warned in advance
- C. Whether the rule has been applied consistently
- D. Whether reasonable "proof" of the violation existed, or was obtained through investigation

Answer: A

NEW QUESTION 150

Which of the following clause protects the employee's job and compensation in the event of a reorganization, acquisition, or merger, for a specified period of time?

- A. Termination clause
- B. Change of control
- C. Advice of counsel
- D. Disability or death

Answer: B

NEW QUESTION 153

Which of the following is the process of systematically determining a relative internal value of a job in an organization?

- A. Job evaluation
- B. Broadbanding
- C. SWOT Analysis
- D. Gainsharing

Answer: A

NEW QUESTION 157

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