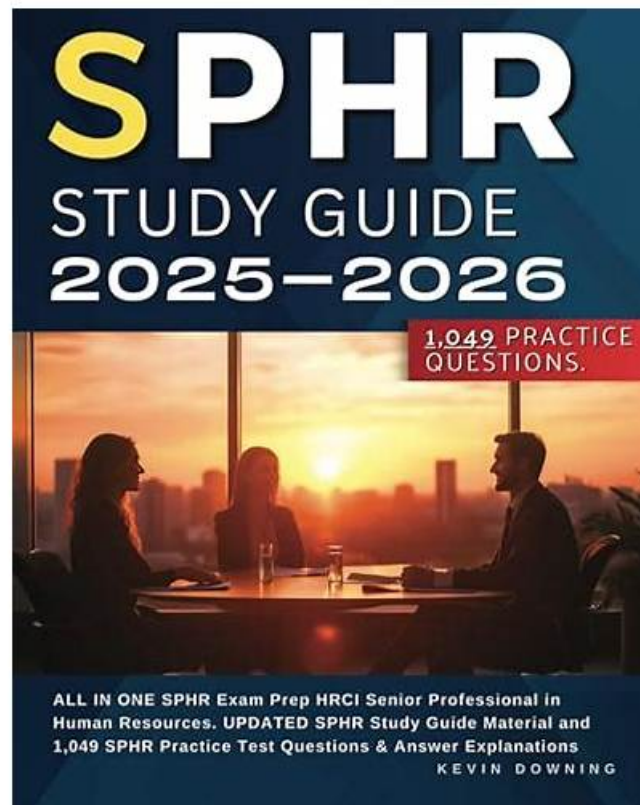


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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q116-Q121):

NEW QUESTION # 116

As part of implementing a continuous improvement program, which measures should be established to determine the program's effectiveness?

- A. Customer scores
- **B. Key performance indicators**
- C. HR metrics
- D. Business drivers

Answer: B

Explanation:

Key Performance Indicators (KPIs) measure success against specific business objectives. They are essential for tracking whether continuous improvement efforts are delivering measurable and strategic outcomes.

Extract from HRCI-aligned HR knowledge (Leadership and Strategy):

SPHR-level practitioners are expected to "define and monitor KPIs that align with strategic goals." These may include turnover rates, cycle times, employee productivity, or innovation metrics-tailored to the program's purpose.

NEW QUESTION # 117

Which of the following occurs in violation of a contract clause prohibiting strikes during the term of the contract?

- A. Strike
- B. Involuntary exit
- C. Lockout
- **D. Wildcat strike**

Answer: D

Explanation:

Explanation/Reference:

Answer option A is correct.

A wildcat strike occurs in violation of a contract clause prohibiting strikes during the term of the contract.

Answer option C is incorrect. A strike occurs when the union decides to stop working.

Answer option B is incorrect. A lockout occurs when management shuts down operations to keep the union from working.

Answer option D is incorrect. Involuntary exits is process that occurs due to mergers, outsourcing or changing business needs. It also occurs due to terminations for cause, such as performance problems, etc.

Chapter: Employee and Labor Relations

Objective: Union Organization

NEW QUESTION # 118

Which of the following educates employees about the cultural and social differences in other cultures?

- A. Diversity initiative
- B. Calling meetings
- **C. Diversity training**
- D. Technical training

Answer: C

Explanation:

Answer option C is correct.

Chapter: Human Resource Development

Objective: Unique Employee Needs

NEW QUESTION # 119

OSHA defines occupational safety and health hazards and how employers are to respond to certain scenarios that could happen in the workplace. One such standard is The General Duty Standard, Section 5.

What does this standard mandate for employers?

- A. Requires employers to provide a fire prevention plan to handle and store dangerous chemicals from the threat of fire or combustion
- B. Requires employers to provide emergency action plans to inform employees of appropriate procedures to follow during a fire or evacuation
- C. Requires employers to provide jobs and a workplace environment that are free from recognized safety and health hazards
- D. Requires employers to provide a safe, operational, level of noise and noise prevention in the workplace

Answer: C

Explanation:

Section: Volume C

Explanation

Explanation/Reference:

Answer option B is correct.

The General Duty Standard, Section 5 is the general purpose of OSHA: to provide employees with a safe working environment with safety standards.

Answer option A is incorrect. This statement describes the OSHA requirements of Emergency Action Plans, section 1910.38.

Answer option D is incorrect. This statement describes the OSHA requirements of Fire Prevention Plans, section 1910.39.

Answer option C is incorrect. This statement describes the OSHA requirements of Occupational Noise Exposure, 1910.95.

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: Risk Management

Objective: Risk Assessment

NEW QUESTION # 120

When an employer is charged with a discrimination complaint the EEOC can do one of four actions against the employer. Which one of the following is not one of the four EEOC actions?

- A. Prosecute it
- B. Investigate it
- C. Dismiss it
- D. Settle it

Answer: A

Explanation:

Section: Volume B

Explanation

Explanation/Reference:

Answer option A is correct.

The four actions the EEOC may do in regard to the alleged discrimination are to investigate it, settle it, mediate it, or dismiss it.

Answer option C is incorrect. The EEOC may elect to investigate a charge of alleged discrimination.

Answer option D is incorrect. The EEOC may elect to settle a charge of alleged discrimination.

Answer option B is incorrect. The EEOC may elect to dismiss a charge of alleged discrimination.

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: Employee and Labor Relations

Objective: Federal Employment Legislation

NEW QUESTION # 121

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