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The SPHR Certification Exam is a challenging exam that requires a significant amount of preparation. Candidates must have a minimum of four years of experience in a professional-level HR position to be eligible to take the exam. Additionally, candidates must have a strong understanding of HR concepts, principles, and practices.

## HRCI The Professional in Human Resources (SPHR) Sample Questions (Q61-Q66):

### NEW QUESTION # 61

Ned is an HR professional for his organization and he's analyzing how employees complete certain tasks on the assembly line. There have been some complaints and claims over the past few months of repetitive stress injuries and cumulative trauma injuries to employees on the assembly line. Ned is examining how the work is completed and looking for unnatural body movements by the workers. What is Ned actually studying?

- A. Ergonomics
- B. Job shadowing
- C. OSHA compliance
- D. Mitigation

**Answer: A**

Explanation:

Section: Volume D

Explanation/Reference:

Answer option B is correct.

Ned is studying the ergonomics of the assembly line to gain insight into the injuries, work, and possible mitigation of the unnatural movements.

Answer option C is incorrect. While Ned does want to comply with OSHA, the best answer is ergonomics.

Answer option A is incorrect. This may seem like job shadowing, but Ned isn't looking to learn the process of how to do the work, as is the case in job shadowing, but he's learning about the process of the work as it may relate to repetitive stress injuries and cumulative trauma injuries.

Answer option D is incorrect. Mitigation is the risk response to reduce or lower the probability of the risk event.

Ned haven't made any recommendations yet for the risk events.

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 # 62

Your organization is implementing the balanced scorecard approach to measuring organizational success. In this balanced scorecard method there are four perspectives you'll consider. Which one of the following are the correct four perspectives of the balanced score method?

- A. Education, Organizational, Development, and Financial
- B. Learning and growth, Management, Customer, and Security
- **C. Learning and growth, Business process, Customer, and Financial**
- D. Developmental, Goals, Satisfaction, and Capital

**Answer: C**

Explanation:

Section: Volume C

Explanation/Reference:

Answer option C is correct.

The balance scorecard uses four perspectives as follows: Learning and growth, Business process, Customer, and Financial.

Answer option A is incorrect. These are not the correct definitions of the balanced score method.

Answer option D is incorrect. These are not the correct definitions of the balanced score method.

Answer option B is incorrect. These are not the correct definitions of the balanced score method.

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: Business Management and Strategy

Objective: HR Metrics: Measuring Results

### NEW QUESTION # 63

Which of the following is illegal except in the construction industry?

- A. Agency shop clause
- **B. Closed shop clause**
- C. Common shop clause
- D. Union shop clause

**Answer: B**

Explanation:

Answer option C is correct. The closed shop clause is illegal except in the construction industry. The closed shop clause requires that all new hires be members of the union before they are hired. Answer option D is incorrect. The agency shop clause specifies that all

employees must either join the union or pay union dues if they choose not to join the union. Answer option B is incorrect. The union shop clause requires that all employees join the union within a grace period specified by the contract. Answer option A is incorrect. There is no such term as common shop clause. Chapter: Employee and Labor Relations Objective: Union Organization

#### NEW QUESTION # 64

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 allows private organizations to create investments for workers in profit-sharing plans
- C. It protects the workers of employee compensation plans
- D. It protects private organizations that have profit sharing plans for employee compensation

**Answer: A**

Explanation:

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: 978-1-586-44149-4, Section III, The US HR Body of Knowledge.

Chapter: Compensation and Benefits

Objective: Benefits

#### NEW QUESTION # 65

In the evaluation phase, the \_\_\_\_\_ evaluation method focuses on how well the training resulted in learning new skills and competencies.

- A. Behavior
- B. Learning
- C. Results
- D. Reaction

**Answer: B**

Explanation:

Answer option C is correct. The learning evaluation method focuses on how well the training resulted in learning new skills. The reaction evaluation method (D) focuses on participant reactions. The behavior evaluation method (B) measures on-the-job behavior changes as a result of training, and the results evaluation method (A) measures organizational results. Of the four methods, the results evaluation method is considered the most valuable for the organization. Chapter: Human Resource Development Objective: Review Questions

#### NEW QUESTION # 66

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