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HRCI- SPHR Practice Exam Questions with Answers 2024

One of your production managers uses incentives to reward employees for meeting operational objectives. This is the best example of which of the following leadership styles?

- A. Charismatic leadership
- B. Transactional leadership
- C. Laissez-faire leadership
- D. Authoritarian leadership

✓ B. Transactional leaders are characterized by a "this for that" style. These leaders use both rewards and discipline when necessary to accomplish organizational and departmental objectives.

Consensual romantic relationships at work represent what type of risk?

- A. Intimate partner violence
- B. Unlawful treatment
- C. Sexual harassment
- D. None, because it's consensual

✓ C. Relationships at work, even those that are consensual, have the potential for issues in which HR will have to intervene. This includes the risk of sexual harassment should the relationship become unwanted by either party.

The international gas utility company for which you direct HR does not have an organized health and safety program for its workers. What should be your first step?

- A. Focus on becoming compliant with international, federal, state, and local safety standards.
- B. Identify the employees who are most at risk and begin safety efforts with them.
- C. Obtain approval for a company-wide incentive program based on zero accidents or injuries.
- D. Meet with the workers' compensation brokers to assess the costs of lack of a safety program.

See the answer

✓ B. In this high-risk industry, it would be prudent for human resources to begin building a safety program for those workers who are most at risk. This effort may include data collection, incentives, and compliance efforts as part of the overall intervention strategy.

The food distribution center for which you work has seen an increase in the number of loading-dock workers reporting ankle injuries. What strategy would be most effective to reduce or eliminate the risk?

- A. Require employees to wear high-top steel-toed work boots.
- B. Review the injury records for patterns of unsafe behaviors.
- C. Conduct a root-cause analysis with a committee made up of dock workers.

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

NEW QUESTION # 61

Which of the following provides incentives to sales employees by paying them a percentage of the sale price for products and services sold to a customer?

- A. Base pay
- B. Commissions
- C. Geographic pay
- D. Hazard pay

Answer: B

Explanation:

Explanation/Reference:

Answer option C is correct.

Commissions provide incentives to sales employees by paying them a percentage of the sale price for products and services sold to a customer.

Commission is a type of incentive to sales employees. The company pays them a percentage of the sale price for products and services sold to a customer. Commission may serve as the entire cash compensation package, or it may be provided in combination with a base salary.

Answer option B is incorrect. Base pay is the amount of compensation that the employer and the employee agree will be paid for the performance of particular duties.

Answer option D is incorrect. Hazard pay is additional pay for dangerous or risky working conditions.

Answer option A is incorrect. Geographic pay ensures that employees working in different locations are paid at rates competitive in the labor market for specific jobs and locations.

Chapter: Compensation and Benefits

Objective: Total Rewards Defined

NEW QUESTION # 62

Which of the following is the amount of compensation that the employer and the employee agree will be paid for the performance of particular duties?

- A. Base pay
- B. Performance-based pay
- C. Pay differential
- D. Seniority-based compensation

Answer: A

Explanation:

Answer option D is correct.

Chapter: Compensation and Benefits

Objective: Compensation

NEW QUESTION # 63

There are four negative risk responses an organization can elect to use. Your organization is completing a project where some electrical work is deemed too dangerous to be completed internally. You advise that the project manager hire a licensed electrician to complete the dangerous assignment. What type of risk response have you advised in this scenario?

- A. Mitigation
- B. Acceptance
- C. Avoidance
- D. **Transference**

Answer: D

Explanation:

Explanation/Reference:

Answer option B is correct.

Transference is a risk response that transfers the risk to a third party, usually for a fee. Transference does not eliminate the risk event, but assigns ownership of the risk to someone else.

Answer option C is incorrect. Mitigation involves actions to reduce or eliminate the probability and/or impact of the risk event.

Answer option A is incorrect. Avoidance involves actions to avoid the risk event, such as changing the project scope to take the risky work out of the project.

Answer option D is incorrect. Acceptance, as its name implies, accepts the risk event and the consequences the risk event may bring. Acceptance is usually for smaller 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 Management

NEW QUESTION # 64

The first step in selecting human resource metrics to be collected is determining:

- A. the availability of information for collection.
- B. how to protect employee privacy.
- C. HR's role in data collection and/or analysis.
- D. **the purpose for which data would be used.**

Answer: D

Explanation:

The first and most critical step in selecting HR metrics is determining the purpose for which the data will be used (D). At the SPHR level, metrics are not collected for their own sake; they are selected to support strategic decision-making, demonstrate value, and measure progress toward organizational objectives.

Clarifying purpose ensures that metrics are aligned with business priorities such as workforce productivity, retention, leadership effectiveness, or cost control. Without a clear purpose, organizations risk collecting data that is irrelevant, misleading, or unused.

Purpose defines what should be measured, why it matters, and how results will inform action.

Employee privacy (A), data availability (B), and HR's role in analysis (C) are important considerations, but they occur after the purpose is established. For example, once HR determines that a metric is needed to support a business goal, it can then assess feasibility, governance, roles, and safeguards.

SPHR exam content emphasizes that effective HR analytics begin with business questions, not data. Metrics must be intentional, actionable, and clearly tied to outcomes leadership cares about. Purpose-driven metrics strengthen HR's credibility as a strategic partner and ensure analytics drive decisions rather than reporting activity.

References :

* HRCI SPHR Exam Content Outline - Functional Area: Leadership and Strategy (HR metrics; analytics; decision support).

* HRCI SPHR Study Guide - Selecting and aligning HR metrics with business objectives.

NEW QUESTION # 65

Which of the following is a productivity type of statistical HR measurement?

- A. Job satisfaction
- B. **Revenue per employee**

- C. Turnover and retention
- D. Cost per hire

Answer: B

Explanation:

Explanation/Reference:

Answer option A is correct.

There are three types of statistical HR measurements: employee measures, such as turnover/retention (C) and job satisfaction (B); productivity measures, such as revenue per employee and OSHA incident rates; and HR activities measures, such as cost per hire (D) and ratio of total employees to HR staff. See Chapter 3 for more information.

Chapter: Business Management and Strategy

Objective: HR Metrics: Measuring Results

NEW QUESTION # 66

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