

High Pass-Rate - How to Prepare for HRCI SPHR Efficiently and Easily

WORKology	HRCI		
	aPHR	PHR	SPHR
Weighted exam scoring	X	X	X
Virtual testing	X	X	X
In person testing	X	X	X
Non-scoring test questions	X	X	X
Survey questions as part of the exam	X	X	X
Body of applied skills and knowledge	X	X	X
Exam length is 1 1/2 hour	X		
Exam length is 2 1/2 hours		X	X
Exam length is 4 hours			
160 exam questions			
140 exam questions		X	X
100 exam questions	X		
Continuing education required to maintain exam	X	X	X

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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q229-Q234):

NEW QUESTION # 229

Part of organizational development is a commitment to quality. What quality control tool is also known as a fishbone diagram?

- A. Control chart
- **B. Ishikawa chart**
- C. Histogram chart
- D. Pareto chart

Answer: B

Explanation:

Answer option C is correct. An Ishikawa chart is also known as a fishbone diagram or a cause-and-effect chart. The Ishikawa diagram (or fishbone diagram or also cause-and-effect diagram) is a diagram that shows the causes of a certain event. A common use of the Ishikawa diagram is to identify potential factors causing an overall effect. It helps identify causal factors and root causes.

It is known as a fishbone diagram because of its shape, similar to the side view of a fish skeleton. It is considered as a basic tool of quality management. Answer option B is incorrect. A histogram is simply a bar chart and isn't ordered from largest to smallest. Answer option D is incorrect. A Pareto chart is a special histogram in that it shows categories of failures from the largest failure to the smallest failure. Answer option A is incorrect. A control chart shows trend analysis by tracking the results of measurements over time. "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: Human Resource Development Objective: Organization Development

NEW QUESTION # 230

Which of the following is not an example of a voluntary benefit?

- **A. Medicare**
- B. Sick pay
- C. Qualified pension plan
- D. Vision insurance

Answer: A

Explanation:

Explanation/Reference:

Answer option D is correct.

Medicare is a type of involuntary benefit introduced by the Social Security Act of 1935. Along with retirement (Social Security), these mandated benefits are subsidized by a tax on both the employer and the employee called FICA (Federal Insurance Contribution Act). Vision, retirement and sick pay (A, B, C) are all examples of voluntary benefits that employers may choose to offer their employees.

Chapter: Compensation and Benefits

Objective: Review Questions

NEW QUESTION # 231

There are seven stages of internal consulting that an HR Professional must be familiar with. Consider this scenario: Frances has developed an HR training plan for her organization. The plan is comprehensive, aggressive, and will provide organizational development for all levels of employees in the company.

Frances is presenting her plan to her organization's management. What level of internal consulting is Fran participating in?

- A. Exploring the situation
- **B. Gaining agreement to the project plan**
- C. Reviewing, transitioning, and evaluating the project
- D. Presenting the findings and recommendations

Answer: B

Explanation:

Section: Volume B

Explanation

Explanation/Reference:

Answer option B is correct.

Frances is meeting with the management to gain their agreement on the project plan. The plan has not yet been approved.

Answer option A is incorrect. This choice is tempting, but as the plan is not yet approved, this choice is invalid.

Answer option D is incorrect. This is the final stage of internal consulting; since the plan has not yet been implemented, this choice is incorrect.

Answer option C is incorrect. Exploring the situation is the first stage of internal consulting. Once the HR Professional moves past this phase, the plan is developed and presented for approval.

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: Strategic Management

NEW QUESTION # 232

When applying equity theory in designing a compensation strategy, an employer needs to ensure that:

- A. Pay is tightly linked to organizational objectives
- B. Rewards follow directly after behaviors to reinforce them
- **C. Employees perceive that pay is equal to effort**
- D. Employees choose the behavior that leads to the greatest reward

Answer: C

Explanation:

Equity Theory suggests employees evaluate fairness by comparing their inputs (effort) to their outputs (pay, recognition) relative to others. If they perceive inequity, it can lead to disengagement or turnover.

Extract from HRCI-aligned HR knowledge (Total Rewards):

SPHR-level compensation design includes psychological models like "Adams' Equity Theory," which explains that perceived fairness in effort-reward balance is essential to motivation and retention.

NEW QUESTION # 233

Which of the following areas ensures that individuals with the required knowledge, skills, and abilities are available when needed to accomplish organization goals?

- A. Risk Management
- **B. Human Resource Development**
- C. Total Rewards
- D. Employee and Labor Relations

Answer: B

Explanation:

Answer option B is correct.

Chapter: Human Resource Development

Objective: Metrics: Measuring Results

NEW QUESTION # 234

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