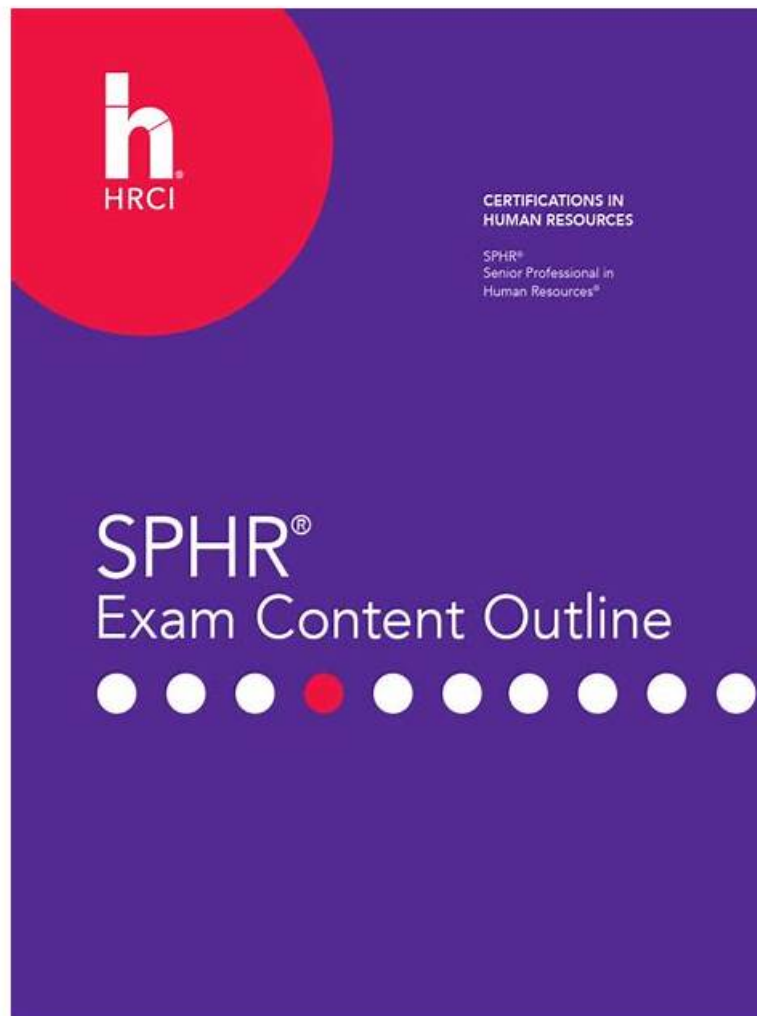


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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q185-Q190):

NEW QUESTION # 185

Which of the following is paid to employees who are called to work before or after their scheduled hours?

- A. Base pay
- B. Hazard pay
- **C. Call-back pay**
- D. Gross pay

Answer: C

Explanation:

Explanation/Reference:

Answer option B is correct.

Call-back pay is paid to employees who are called to work before or after their scheduled hours.

Answer option A is incorrect. Base pay is the foundation of an employer's compensation program because it reflects the value placed on individual jobs by the organization.

Answer option C is incorrect. Gross pay is the amount earned by an employee before taxes are not paid.

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

Chapter: Compensation and Benefits

Objective: Total Rewards Defined

NEW QUESTION # 186

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

Answer: A

Explanation:

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: Dispute Resolution

NEW QUESTION # 187

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

Answer: B

Explanation:

Section: Volume B

Explanation/Reference:

Answer option C is correct.

The Walsh-Healey Public Contracts Act addressed contractors with the federal government that exceed \$10,000, to pay an established minimum wage to workers employed through the contract. This act was passed in 1936. This act also addressed, however, the requirements of sanitary working conditions for employees.

Answer option B is incorrect. In 1931 the Davis-Bacon Act was the first piece of legislation to actually establish a minimum wage. The act was, however, limited to the construction industry.

Answer option D is incorrect. The Fair Labor Standards Act was passed in 1938. It addressed minimum wage, overtime pay, child labor, and record keeping.

Answer option A is incorrect. The Portal-to-Portal Act of 1947 clarified the hours of working for the purpose of minimum wage and overtime pay.

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: Compensation

NEW QUESTION # 188

Which of the following is the most compelling reason to use noncash rewards?

- A. The process for giving noncash rewards is easier.
- B. Other types of incentives are often more cost-effective.
- C. Cash is not always seen by employees as the most powerful motivator.
- D. Cash bonuses can come to be viewed by employees as an entitlement.

Answer: C

Explanation:

The most compelling reason to use noncash rewards is that cash is not always perceived by employees as the most powerful motivator (C). At the SPHR level, reward effectiveness is driven by meaning, recognition, and emotional impact, not just monetary value.

Noncash rewards-such as recognition programs, experiences, development opportunities, and symbolic awards-can be more memorable and personally meaningful than cash. They reinforce desired behaviors, strengthen emotional connection to the organization, and support intrinsic motivation.

While cash bonuses becoming entitlements (D) is a valid concern, it is a secondary consideration. Ease of administration (A) and cost-effectiveness (B) are not primary motivators for using noncash rewards.

SPHR exam content emphasizes that total rewards strategies should be holistic, leveraging both financial and nonfinancial incentives to drive engagement and performance.

References :

* HRCI SPHR Exam Content Outline - Functional Area: Total Rewards (reward strategy; motivation).

* HRCI SPHR Study Guide - Noncash rewards and employee motivation.

NEW QUESTION # 189

Which of the following activities makes sure that the products or services are available at times of peak customer demand?

- A. Scheduling
- B. Production
- C. Capacity
- D. Operations

Answer: A

Explanation:

Section: Volume E

Explanation/Reference:

Answer option D is correct.

Chapter: Business Management and Strategy

