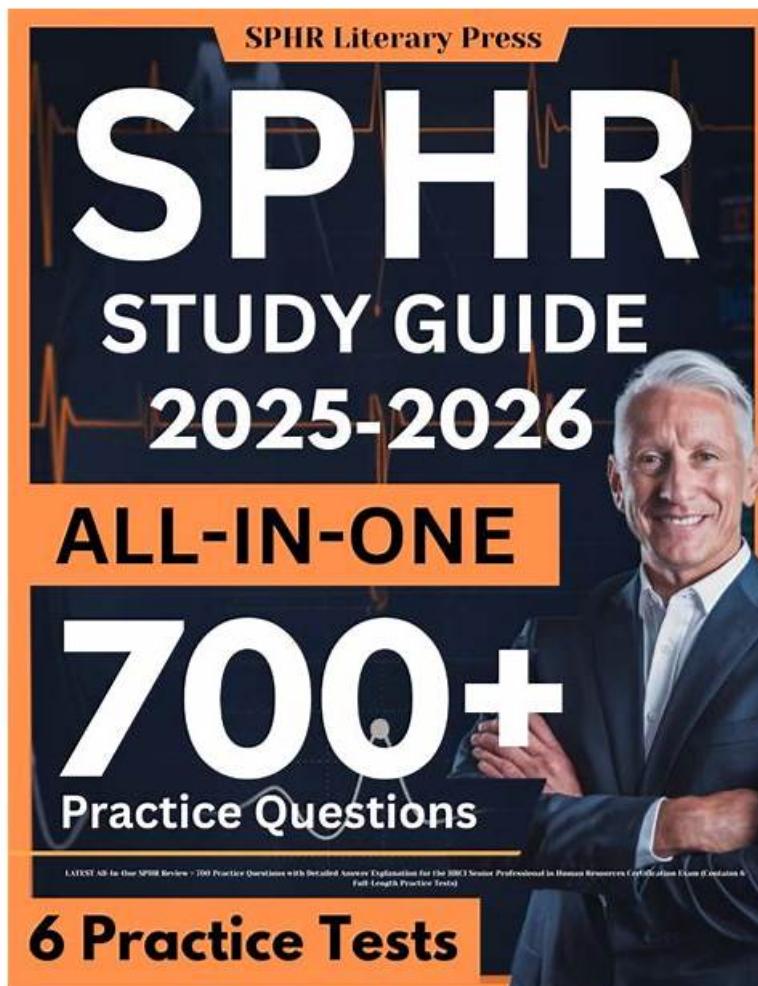


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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q251-Q256):

NEW QUESTION # 251

DRAG DROP

Match the Employee Involvement Strategies with their descriptions.

Select and Place:

Answer:

Explanation:

Explanation/Reference:

Employee involvement can be very simple, such as a suggestion box, or more complex, such as a self- directed work team. The next section discusses a number of communication strategies that are a key aspect of effective employee-involvement programs. Other strategies for involving employees include the following:

Suggestion Boxes: A suggestion box provides an anonymous means by which employees can provide management with ideas for improvements. As with any method of soliciting information from employees, it's important that suggestions be acted on in a timely manner, or the concept of the suggestion system loses its credibility.

Delegating Authority: Management demonstrates respect for its employees by trusting them to make the decisions necessary to do their jobs. To do this effectively, management needs to delegate a sufficient level of authority to employees for making decisions or incurring expenses so they're free to act without waiting for approval to take necessary action.

Task Force: A task force is brought together to research and recommend solutions for a significant undertaking or problem; once the solution has been determined, the task force disbands. A task force might be created to analyze technological improvements in a manufacturing plant and recommend improvements that will meet the long-term strategic objectives of the organization.

Committees: Committees are often formed to address ongoing issues in the organization and may be permanent, such as a safety committee, or ad hoc, such as a group appointed to plan a company function.

Work Team: A work team consists of employees who work together each day to accomplish their assignments. The team can be composed of members in a single functional area, or it can have members from several functions that are needed to accomplish the goal. A functional work team might consist of employees in the marketing department who develop collateral pieces for company products. A cross- functional work team might consist of employees from the research and development, manufacturing, marketing operations, and accounting departments who are responsible for developing, launching, and marketing a specific product.

Virtual Work Team: A virtual work team operates in much the same way as a work team, with one major exception: team members aren't located in the same building but may work anywhere in the world and connect through the Internet to accomplish team assignments.

Employee-Management Committees: Employee-management committees are used to solve problems in a variety of areas, such as production schedules, safety, and employee social events. The inclusion of employees on these committees helps to bring all the information to the table for making decisions and provides employees with input into how they do their jobs. From this point of view, they make positive contributions to operations.

Chapter: Employee and Labor Relations

Objective: Employee Relations

NEW QUESTION # 252

As a HR Professional you must be familiar with several different lawsuits and their affect on human resource practices today. This adverse impact lawsuit determined that discrimination need not be deliberate or observable to be real. Employees were segregated by race and were allowed to work only in the lowest paid position. What lawsuit is described?

- A. Griggs versus Duke Power, 1971
- B. McDonnell Douglas Corp. versus Green, 1973
- C. Washington versus Davis, 1976
- D. Albemarle Paper versus Moody, 1975

Answer: A

Explanation:

Section: Volume B

Explanation/Reference:

Answer option A is correct.

The Griggs versus Duke Power lawsuit was heard in the US Supreme Court. This case, which preceded the Civil Rights Act of

1964, centered on a policy, Duke Power Company had of segregating employees by race.

Answer option D is incorrect. McDonnell Douglas Corp. versus Green, 1973 centered on a race discrimination case regarding the burdens and nature of proof in proving a Title VII of the Civil Rights Act of 1964.

Answer option C is incorrect. Albemarle Paper versus Moody, 1975 dealt with racial discrimination and the responsibilities of organizations, to offer back pay to individuals that were racially discriminated. The racial discrimination may have prevented certain employees from advancing in the organization.

Answer option B is incorrect. Washington versus Davis, 1976 is a racial discrimination lawsuit, brought by two African Americans that were denied positions in the Washington DC police department.

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149, Section III, The US HR Body of Knowledge.

Chapter: Workforce Planning and Employment

Objective: Federal Employment Legislation

NEW QUESTION # 253

HOTSPOT

Check the possible communication delivery methods in the top-down communication and bottom-up communication.

Hot Area:

Answer:

Explanation:

Explanation/Reference:

An effective employee communication strategy provides opportunities for top down communication by management and bottom up communication from employees. The given table shows the possible communication delivery methods in the top-down communication and bottom-up communication:

An effective employee communication strategy provides opportunities for top down communication by management and bottom up communication from employees. The given table shows the possible communication delivery methods in the top-down communication and bottom-up communication:

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Communication Skills and Strategies

NEW QUESTION # 254

You are the HR Professional for your organization. You have just hired a new employee for your company.

What form are you and the newly hired employee required to complete to show the employee's identity and eligibility to work in the United States?

- A. 0
- **B. I-9**
- C. IRCA-00
- D. IRCA-86

Answer: B

Explanation:

Explanation/Reference:

Answer option B is correct.

The I-9 form is a requirement of the Immigration and Control Act of 1986. It must be completed within three days of hiring the employee. Some parts are completed by the newly hired candidate and the other parts are completed by the HR Professional.

Answer options C, A, and D are incorrect. These are not valid forms for the Immigration and Control Act of 1986.

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149, Section III, The US HR Body of Knowledge.

Chapter: Workforce Planning and Employment

Objective: Organization Exit/Off-Boarding Processes

NEW QUESTION # 255

A code of conduct is primarily used by companies that wish to do which of the following?

- A. Work toward preventing disciplinary action through clearly communicated behavior standards
- B. Establish the framework for a discipline system
- C. Provide equal opportunity for all employees
- D. Discourage violations of company policy

Answer: A

Explanation:

Answer option A is correct. A code of conduct is one tool used by employers to clearly communicate company expectations. With regular feedback, employees are given the opportunity to succeed in their jobs based on organizational needs. A code of conduct is not the foundation of a system (D), nor does it focus on providing EEO in employment (B) or discourage violations of company policy (C). See Chapter 7 for more information. Chapter: Employee and Labor Relations Objective: Employee Relations

NEW QUESTION # 256

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