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### ITEM 1

The structure of an organization is usually described in the form of an organization chart as a means to describe internal:

- A. chain of command.
- B. working structure.
- C. processes and procedures.
- D. interaction between people.

### ITEM 2

The main reason exit interview information should be kept separate from personnel files is:

- A. legal reasons.
- B. confidentiality.
- C. reliability.
- D. company policy.

### ITEM 3

An employee filed a complaint about another employee and is now contacting HR to find out if and how the other person was disciplined. What is the main reason why the HR administrator should not give out that information?

- A. Bias
- B. Privacy
- C. Retaliation
- D. Legal

### ITEM 4

Which of the following barriers cause individuals to interpret the same communication differently, depending on previous experiences?

- A. Frames of reference
- B. Selective listening
- C. Value judgements
- D. Source credibility

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## **HRCA Associate Professional in Human Resources - International Sample Questions (Q162-Q167):**

### **NEW QUESTION # 162**

An organization wants to ensure its progressive discipline process is fair and transparent. What key element should HR include to achieve this goal?

- A. Conducting regular reviews of the discipline policy for improvements
- **B. Implementing a process for employees to appeal disciplinary actions**
- C. Ensuring that all disciplinary actions are documented and communicated clearly
- D. Creating a detailed employee handbook outlining the discipline process

**Answer: B**

Explanation:

Ensuring that all disciplinary actions are documented and communicated clearly is key to a fair and transparent progressive discipline process. This helps employees understand the process, expectations, and consequences, fostering a just workplace environment.

### **NEW QUESTION # 163**

The interaction between an organization and its employees is best known as:

- A. Employee engagement
- B. Union negotiations
- **C. Employee relations**
- D. Strategic planning

**Answer: C**

Explanation:

Comprehensive and Detailed in Depth Explanation:

Employee relations refers to the overall interaction between an organization and its employees, encompassing communication, conflict resolution, policy enforcement, and maintaining a positive work environment. It focuses on fostering a productive relationship.

\* Option A (Strategic planning): This is a broader business process, not specific to employee interactions.

\* Option B (Union negotiations): This is a subset of employee relations, specific to unionized environments.

\* Option C (Employee relations): Correct, as it broadly describes the organization-employee relationship.

### **NEW QUESTION # 164**

Fill in the blank: A \_\_\_\_\_ system integrates both financial and non-financial rewards to enhance employee satisfaction and retention.

- A. Basic salary structure
- **B. Total rewards**
- C. Fixed pay grades
- D. Standard benefits package

**Answer: B**

Explanation:

A total rewards system integrates both financial and non-financial rewards to enhance employee satisfaction and retention, creating a more engaged and loyal workforce.

### **NEW QUESTION # 165**

To increase participation in an employee engagement survey, it is most important for it to be:

- A. Confidential
- B. Concise
- C. Relevant
- D. Timely

#### **Answer: A**

Explanation:

Comprehensive and Detailed in Depth Explanation:

Employee engagement surveys measure employees' feelings about their work environment, leadership, and job satisfaction. To increase participation, the survey must be confidential, ensuring employees feel safe to provide honest feedback without fear of retaliation. Anonymity encourages higher response rates by building trust.

- \* Option A (Timely): While timing matters, it is not the most critical factor for participation.
- \* Option B (Concise): A concise survey is helpful, but employees may still not participate if they fear their responses aren't private.
- \* Option C (Relevant): Relevance ensures meaningful data, but it doesn't directly drive participation.

#### **NEW QUESTION # 166**

A key benefit of an employee recognition program is to:

- A. improve employee accountability
- B. support employee advancement
- C. promote company visibility
- D. increase job performance

#### **Answer: D**

Explanation:

Employee recognition programs are designed to acknowledge and reward positive behavior, which in turn encourages high job performance. HRCI notes that recognizing employees for their contributions motivates them to maintain or improve performance, benefiting both the individual and the organization.

#### **NEW QUESTION # 167**

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