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## HRCI Associate Professional in Human Resources - International Sample Questions (Q147-Q152):

### NEW QUESTION # 147

Which of the following is an example of downward communication in an organization?

- A. Suggestion box
- B. Grievance procedure
- C. Bulletin announcement
- D. Satisfaction survey

**Answer: C**

Explanation:

Comprehensive and Detailed in Depth Explanation:

Downward communication flows from higher levels of the organization (e.g., management) to lower levels (e.g., employees). A bulletin announcement, such as a memo or notice from management, is an example of downward communication, as it conveys information, updates, or directives to employees.

- \* Option A (Satisfaction survey): This is upward communication, as employees provide feedback to management.
- \* Option B (Grievance procedure): This is also upward, as employees raise concerns to management.
- \* Option C (Suggestion box): This is upward communication, allowing employees to share ideas with management.

#### NEW QUESTION # 148

An HR manager is tasked with identifying areas for improvement in team dynamics and collaboration. Which data collection method should be used to observe and analyze how employees interact in real-time?

- A. Employee feedback forms, which are filled out by employees to share their thoughts
- **B. Time-tracking software, which monitors employee activity and productivity**
- C. Observation, to see and analyze employee interactions as they happen in real-time
- D. Anonymous surveys, which ensure honest and confidential employee responses

**Answer: B**

Explanation:

Observation is useful for seeing and analyzing employee interactions as they happen in real-time. This method helps HR identify areas for improvement in team dynamics and collaboration by directly observing workplace behavior.

#### NEW QUESTION # 149

A salary raise that is given as a reward for outstanding performance is called a(n):

- A. Commission
- B. Annual increase
- **C. Merit increase**
- D. Bonus

**Answer: C**

Explanation:

Comprehensive and Detailed in Depth Explanation:

A merit increase is a salary raise given to an employee as a reward for outstanding performance, typically determined through a performance evaluation. It is a permanent adjustment to the employee's base salary, reflecting their contributions to the organization.

- \* Option A (Bonus): A bonus is a one-time payment, not a permanent salary increase.
- \* Option B (Merit increase): Correct, as it is a performance-based salary raise.
- \* Option C (Annual increase): This is a standard raise given to all employees, not tied to performance.

#### NEW QUESTION # 150

What is the best practice for maintaining the confidentiality of employee records within an organization?

- A. Sharing records only with managers
- B. Storing records in locked cabinets
- C. Allowing limited access to everyone
- **D. Restricting access to authorized personnel only**

**Answer: D**

Explanation:

Restricting access to authorized personnel only is essential for maintaining the confidentiality of employee records. This practice ensures that sensitive information is only accessible by individuals who need it for legitimate business purposes.

#### NEW QUESTION # 151

Which of the following practices most likely promote a positive work environment?(Select TWO options).

- **A. Encouraging open communication**
- **B. Allowing unrestricted use of social media**



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