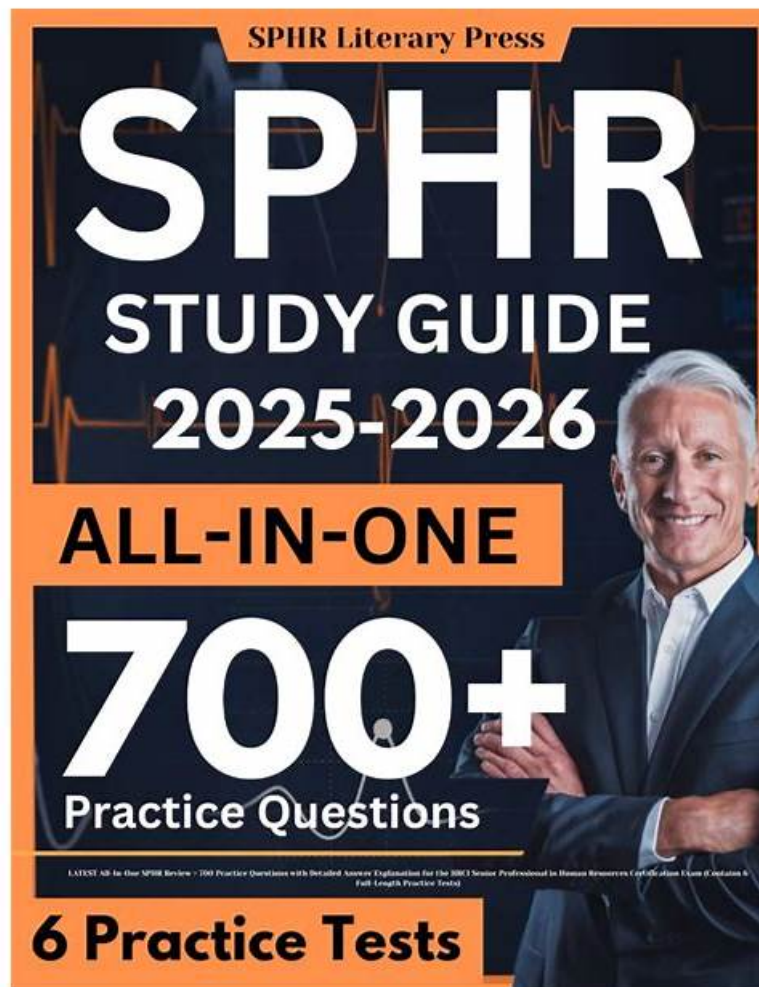


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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q126-Q131):

NEW QUESTION # 126

Professionals, craft workers, and laborers/helpers have what in common?

- A. They are all examples of types of labor unions.
- B. They are all examples of protected-class individuals.
- C. They are all classifications for defining exempt workers.
- **D. They are all job categories on the EEO-1 report.**

Answer: D

Explanation:

Section: Volume E

Explanation/Reference:

Answer option A is correct.

The EEO-1 report requires employers to group jobs into job categories based on average skill level, knowledge, and responsibility. Exempt workers are defined by professional, executive, and administrative exemption criteria (D), and these are not examples of the protected class groups under federal law (B).

Chapter: Workforce Planning and Employment

Objective: Review Questions

NEW QUESTION # 127

What management theory suggests that compensation is a hygiene factor that doesn't motivate workers to excel at performance, but its absence can de-motivate workers?

- A. Maslow's Hierarchy of Needs
- B. Ouchi's Theory Z
- **C. Herzberg's Theory of Motivation**
- D. McGregor's Theory of X and Y

Answer: C

Explanation:

Explanation/Reference:

Answer option A is correct.

Herzberg's Theory of Motivation identifies hygiene agents and motivating agents that affect a person's performance. Payment is a hygiene factor and doesn't cause the person to excel at their work, but the absence of pay will cause performance to suffer.

Answer option C is incorrect. McGregor's Theory of X and Y suggests that X people must be micromanaged and Y people can be self-led.

Answer option D is incorrect. Ouchi's Theory Z is the Japanese Management Style of a familial work environment.

Answer option B is incorrect. Maslow's Hierarchy of Need describes why we work to satisfy our five needs.

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 978-0-470-43096-5.

Chapter Six: Total Rewards. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Compensation and Benefits

Objective: Total Rewards Defined

NEW QUESTION # 128

Which of the following is comprised of any employee payments not associated with wages and salaries?

- A. Non-monetary compensation

- B. Indirect compensation
- C. Direct compensation
- D. Monetary compensation

Answer: B

Explanation:

Answer option C is correct.

Chapter: Compensation and Benefits

Objective: Total Rewards Defined

NEW QUESTION # 129

In the _____ supervisors meet with their staff for updates and coordination of activities.

- A. Brown-bag lunches
- B. Managers meetings
- C. Department staff meetings
- D. Town hall meetings

Answer: C

Explanation:

Explanation/Reference:

Answer option A is correct.

Chapter: Employee and Labor Relations

Objective: Employee Relations

NEW QUESTION # 130

What is the difference between organizational culture and organizational climate?

- A. Organizational culture defines the values of the company. Organizational climate defines the implementation of the values.
- B. Organizational culture discusses the learning of the organization. Organizational climate discusses how well the learning happens.
- C. There is no difference; the terms may be used interchangeably.
- D. Organization climate is the sense of hostility. Organization culture is the sense of hospitality.

Answer: A

Explanation:

Explanation/Reference:

Answer option C is correct.

Organizational climate and culture are related. Climate is how people feel about the organization; culture is why they feel that way about the organization.

Answer option A is incorrect. Culture and climate is more than just the organization's attitude to learning.

Answer option B is incorrect. This choice is close, but climate and culture are from people's perspectives and interpretations, not the organization.

Answer option D is incorrect. This isn't a valid choice as culture and climate are more than hostility and hospitality.

Reference: Professional in Human Resources Certification Guide, Sybex, ISBN: 978-0-470-43096-5.

Chapter 7: Employee and Labor Relations. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Employee and Labor Relations

Objective: Employee Relations

NEW QUESTION # 131

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