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Question: 01. Which of the following is not an HR data indicator?

- a) Turnover rates
- b) Retention rates
- c) Production rates
- d) Cost per hire - Answer:

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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q42-Q47):

NEW QUESTION # 42

As a Senior HR Professional, you must be aware of contracts, laws, and commitments made to employees. A manager has promised Ted that if he resigns from his position, the manager will hire Ted in a new, more lucrative position. Ted agrees and resigns, but the manager doesn't follow through with his promise. Ted is now out of work. This scenario is an example of which of the following?

- A. Respondeat superior
- **B. Promissory estoppel**
- C. Constructive discharge
- D. Express contract

Answer: B

Explanation:

Explanation/Reference:

Answer option D is correct.

When an employer makes a conditional promise of employment but doesn't follow through on the promise, it's considered promissory estoppels.

Answer option B is incorrect. The Latin phrase respondeat superior means "let the master answer." It means the employer can be held liable for the actions of the employee.

Answer option A is incorrect. A constructive discharge is a workplace environment that's so hostile the employee feels obligated to quit.

Answer option C is incorrect. An express contract is a verbal contract, such as, "You'll have a job as long as we're in business" that may negate the employment at will relationship.

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: Federal Employment Legislation

NEW QUESTION # 43

Don reports to his manager Marsha in the NJHG Company. Marsha informs Don that her supervisor Nate will be interviewing Don for insight into Don's performance, goals, and career. What term best describes this scenario?

- A. Open-door policy
- B. Performance review
- C. 360-degree review
- **D. Skip-level interview**

Answer: D

Explanation:

Explanation/Reference:

Answer option A is correct.

This is an example of a skip-level interview. When an employee is interviewed by his manager's manager, it's called a skip-level interview.

Answer option D is incorrect. This is more than just a performance review as Marsha's manager Nate is interviewing Don.

Answer option C is incorrect. This isn't a 360-degree review as Don is only interviewed by Marsha's manager.

Answer option B is incorrect. An open-door policy is an encouragement from management for employees to access them directly with questions, issues, and feedback.

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 # 44

Which of the following is a form of principled bargaining in which the parties look at all the issues and are able to make mutually agreeable trade-offs between those issues?

- A. Single-unit bargaining
- B. Interest-based bargaining
- C. Integrative bargaining
- D. Parallel bargaining

Answer: C

Explanation:

Section: Volume C

Explanation/Reference:

Answer option B is correct.

Integrative bargaining is a form of principled bargaining in which the parties look at all the issues and are able to make mutually agreeable trade-offs between those issues.

Answer option A is incorrect. Interest-based bargaining (IBB) is based on the concept that both sides in the negotiation have harmonious interests.

Answer option D is incorrect. Single-unit bargaining occurs when one union meets with one employer to bargain.

Answer option C is incorrect. Parallel bargaining occurs when the union negotiates with one employer at a time.

Once a contract has been reached with one employer, the union uses the gains made during the negotiation as a base for negotiating with the next employer.

Chapter: Employee and Labor Relations

Objective: Union Organization

NEW QUESTION # 45

You are the HR Professional for your organization and you've identified a risk event. The risk event can be mitigated by purchasing an insurance to protect the organization. The purchase of the insurance policy is what type of risk response?

- A. Transference
- B. Avoidance
- C. Acceptance
- D. Sharing

Answer: A

Explanation:

Explanation/Reference:

Answer option B is correct.

Transference doesn't make the risk go away, but it transfers the risk to a third party, usually for a fee.

Purchasing insurance is an example of transference.

Transference

Transference is a strategy to mitigate negative risks or threats. In this strategy, consequences and the ownership of a risk is transferred to a third party. This strategy does not eliminate the risk but transfers responsibility of managing the risk to another party. Insurance is an example of transference.

Answer option A is incorrect. Avoidance is changing the project plan, organization goals, or work to completely remove, or avoid, the risk event.

Answer option C is incorrect. Acceptance is generally for smaller risk events, or risk events that cannot be avoided, such as weather.

Answer option D is incorrect. Sharing is a positive risk response where an organization partners with another entity to realize an opportunity. A teaming agreement between competitors is an example of sharing.

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

Chapter Four: Workforce Planning and Employment. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

NEW QUESTION # 46

- A. It is additional boycotts against companies that do business with a company which the union is boycotting.
- B. It is two or more boycotts by two or more union-backed organizations against one company.
- C. It is an effort to create more than one boycott on an organization, on two or more revenue streams.
- D. It is an effort to convince others to stop doing business with a particular organization that is the subject of a primary boycott.

Explanation:

Chapter: Employee and Labor Relations

NEW QUESTION # 47

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