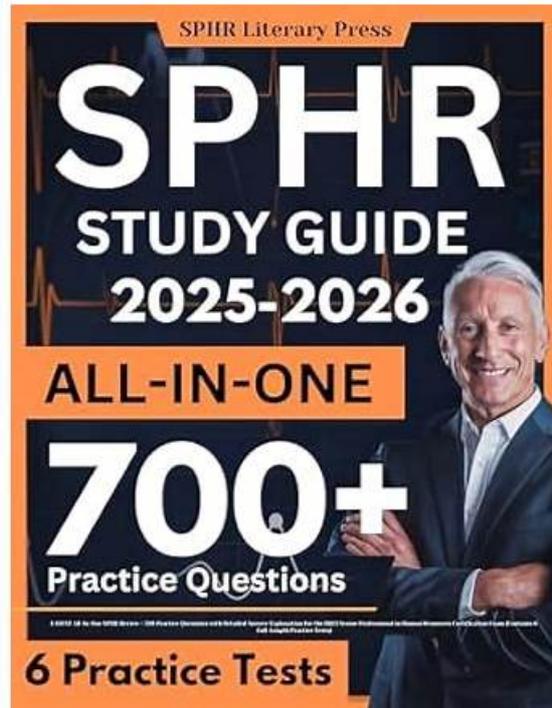


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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q43-

Q48):

NEW QUESTION # 43

Your organization has decided to implement a suggestion box for employees to anonymously voice their opinions about issues and concerns within the organization. While this approach is good, what must management do with these suggestions for employees to see the value?

- A. Read the suggestions.
- **B. Act on the suggestions quickly.**
- C. Post the suggestions for everyone to see.
- D. Discuss the suggestions.

Answer: B

Explanation:

Section: Volume B

Explanation/Reference:

Answer option D is correct.

While a suggestion box is good, the suggestions must be acted on in a timely manner for the suggestion box to be credible.

Answer option A is incorrect. Management must do more than just read the suggestions.

Answer option C is incorrect. Management shouldn't post the suggestions as this may deter people from contributing suggestions.

Answer option B is incorrect. Management must do more than just discuss the suggestions.

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

For which of the following is "the highest standards of care and professionalism in a legal context" a key component?

- A. Breach of contract
- B. Code of conduct
- **C. Fiduciary responsibility**
- D. Conflict of interest

Answer: C

Explanation:

Answer option C is correct. Fiduciary responsibility implies a greater legal obligation to act with great care and responsibility on behalf of a company. Acting in one's own self-interest, conflicting duties, and profiting from a role are all examples of how HR could breach this obligation. Code of conduct, breach of contract and conflict of interest are certainly components of HR standards, but in terms of ranking, they fall below the concept of fiduciary responsibility. Chapter: Compensation and Benefits Objective: Review Questions

NEW QUESTION # 45

You are the Senior HR Professional in your organization and you're working with Janet, a project manager, to discuss the scope of a new project. Janet and her project team have taken your project scope and segmented it into a visual decomposition of the project work. What has Janet created?

- A. Scope breakdown structure
- B. Project network diagram
- C. Activity list
- **D. Project Work Breakdown Structure**

Answer: D

Explanation:

Answer option C is correct. Janet has taken your project scope and decomposed it to a Work Breakdown Structure (WBS). The

WBS captures all components the project will deliver. Work Breakdown Structure (WBS) A Work Breakdown Structure (WBS) is a visual decomposition of the project scope. The project scope is taken and broken down into smaller, more manageable units. Each of these units can be broken down again and again until you define the smallest item in the WBS called the work package. Project groups and the project's discrete work elements are defined in a way that helps organize and define the total work scope of the project. A WBS element may be a product, data, a service, or any combination. WBS also provides the necessary framework for detailed cost estimating and control along with providing guidance for schedule development and control.

Reference: Professional in Human Resources Certification Study Guide, Sybex, ISBN: 9780-470-43096-5. 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.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Project Management Concepts

NEW QUESTION # 46

Nancy is an HR Professional who likes to use directive interviews when interviewing prospective employees. Which one of the following is most indicative of a directive interview?

- A. Nancy allows the candidate to guide some of the interview, but keeps the interview within boundaries of a defined set of questions.
- B. Nancy allows the candidate to guide the interview and offer as much information as possible about the candidate's experience and qualifications.
- **C. Nancy has a predefined set of interview questions that she will ask of all candidates.**
- D. Nancy has a predefined set of interview questions that she may, or may not ask of all candidates.

Answer: C

Explanation:

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: Staffing Programs

NEW QUESTION # 47

Your organization has employed a temporary worker for a position in your company. During employment the individual has been called to military duty. Under the Uniformed Services Employment and Reemployment Rights Act of 1994 are you obligated to reinstate the individual upon his return from duty?

- A. Yes, if they have been working as a temporary employee for more than 90 days.
- B. Yes, the Uniformed Services Employment and Reemployment Rights Act of 1994 requires it.
- C. No, because once an employee leaves, you are not obligated to reinstate them.
- **D. No, because temporary employees do not have reinstatement rights.**

Answer: D

Explanation:

Section: Volume A

Explanation/Reference:

Answer option A is correct.

Temporary employees do not have reinstatement rights under the Uniformed Services Employment and Reemployment Rights Act of 1994.

Answer option B is incorrect. Temporary employees do not have reinstatement rights, but non-temporary employees do have reinstatement rights.

Answer option C is incorrect. The 90-day notice is not a valid measurement for reinstatement of temporary personnel.

Answer option D is incorrect. This isn't a valid statement as the act doesn't require an employer to reinstate temporary workers.

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

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