

Authorized HRCI SPHR Pdf - Test SPHR Questions Answers

HRCI- SPHR Practice Exam Questions with Answers 2024

One of your production managers uses incentives to reward employees for meeting operational objectives. This is the best example of which of the following leadership styles?

- A. Charismatic leadership
- B. Transactional leadership
- C. Laissez-faire leadership
- D. Authoritarian leadership

✓ B. Transactional leaders are characterized by a "this for that" style. These leaders use both rewards and discipline when necessary to accomplish organizational and departmental objectives.

Consensual romantic relationships at work represent what type of risk?

- A. Intimate partner violence
- B. Unlawful treatment
- C. Sexual harassment
- D. None, because it's consensual

✓ C. Relationships at work, even those that are consensual, have the potential for issues in which HR will have to intervene. This includes the risk of sexual harassment should the relationship become unwanted by either party.

The international gas utility company for which you direct HR does not have an organized health and safety program for its workers. What should be your first step?

- A. Focus on becoming compliant with international, federal, state, and local safety standards.
- B. Identify the employees who are most at risk and begin safety efforts with them.
- C. Obtain approval for a company-wide incentive program based on zero accidents or injuries.
- D. Meet with the workers' compensation brokers to assess the costs of lack of a safety program.

See the answer

✓ B. In this high-risk industry, it would be prudent for human resources to begin building a safety program for those workers who are most at risk. This effort may include data collection, incentives, and compliance efforts as part of the overall intervention strategy.

The food distribution center for which you work has seen an increase in the number of loading-dock workers reporting ankle injuries. What strategy would be most effective to reduce or eliminate the risk?

- A. Require employees to wear high-top steel-toed work boots.
- B. Review the injury records for patterns of unsafe behaviors.
- C. Conduct a root-cause analysis with a committee made up of dock workers.

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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q113-Q118):

NEW QUESTION # 113

Your manager has approached you regarding her desire to outsource certain functions to an external firm. She would like for you to create a document to send to three vendors asking them for solutions for these functions that your organization is to outsource. What type of a procurement document would you create and send to the vendors in this instance?

- A. Request for Information
- B. Request for Quote
- **C. Request for Proposal**
- D. Invitation for Bid

Answer: C

Explanation:

Explanation/Reference:

Answer option C is correct.

A request for proposal (RFP) is a procurement document that asks the vendor to provide solutions, ideas, and detailed information about the outsourced function. The vendor will provide a proposal in response to the RFP. An RFP is often sent with a statement of work that details the outsourcing need that the vendor is to provide a solution and a price.

Answer option A is incorrect. A Request for Quote (RFQ) is a procurement document that asks the vendor to provide just a price for the solution to be purchased - no ideas or suggestions are needed from the vendor. RFQ are often used with materials, such as cost per metric ton or cost per unit.

Answer option B is incorrect. An invitation for bid (IFB) is identical to the request for quote. It is a procurement document asking the vendor for a fixed price for a specific thing to be purchased.

Answer option D is incorrect. A request for information (RFI) asks the vendor for more information about their solution, services, or company. An RFI could ask for samples, references of work, white papers, and more information.

Reference: PHR Exam Prep, Pearson Education, ISBN: 978-0-7897-3677-2. Chapter Three: Strategic Management. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US HR Body of Knowledge.

Chapter: Core Knowledge Requirements for HR Professionals

Objective: Needs Assessment and Analysis

NEW QUESTION # 114

What is the best way to ensure that employees comply with the Drug-Free Workplace Act?

- A. Establish penalties for drug arrests.
- B. Establish an awareness program
- C. Notify employees about contract conditions.
- **D. Develop and publish a written policy.**

Answer: D

Explanation:

Section: Volume G

Explanation/Reference:

Answer option D is correct.

Although all of these are steps in the process, the best way to ensure that employees will comply with the Drug- Free Workplace Act is to develop and publish a written policy.

Chapter: Risk Management

Objective: Review Questions

NEW QUESTION # 115

Which of the following ensures that the product or service meets acceptable standards?

- A. Scheduling
- B. Facility location
- C. Inventory management
- D. Quality management

Answer: D

Explanation:

Section: Volume E

Explanation/Reference:

Answer option D is correct.

Chapter: Business Management and Strategy

Objective: Organizations

NEW QUESTION # 116

One type of risk, HR Professionals must be aware of and combat is job stress. Which of the following is the best definition of job stress?

- A. Stress is the degree of physical, emotional, and mental strain upon a worker from the demands and constraints of employment.
- B. Stress is a harmful physical and emotional response that occurs when the requirements of the job don't match the capabilities, resources, or needs of the worker.
- C. Stress is the lack of exercise, sleep, and good diet combined with work demands that are beyond the scope of a person's capabilities.
- D. Stress is pressure from requirements in a workplace that are beyond the scope of job satisfaction.

Answer: B

Explanation:

Reference: Professional in Human Resources Certification Guide, Sybex, ISBN: 978-0470-43096-5. Chapter 5: Human Resource Development. Official PHR and SPHR Certification Guide, HR Certification Institute, ISBN: 978-1-586-44149-4, Section III, The US Body of Knowledge.

Chapter: Risk Management

Objective: Risk Assessment

NEW QUESTION # 117

Under the Uniformed Services Employment and Reemployment Rights Act of 1994, what is the minimum number of days an employee must be gone from their position to be offered COBRA-like health coverage?

- A. 240 days
- B. 60 days
- C. 120 days
- D. 30 days

Answer: D

Explanation:

Section: Volume B

Explanation/Reference:

Answer option A is correct.

Objective: Federal Employment Legislation

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