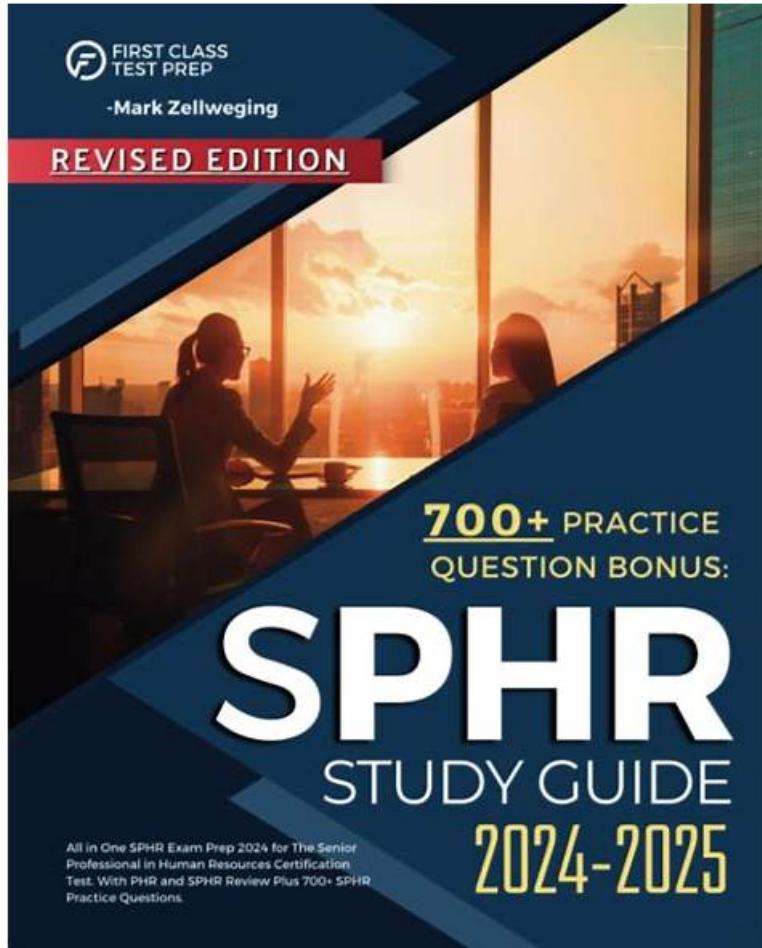


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## HRCI The Professional in Human Resources (SPHR) Sample Questions (Q31-Q36):

### NEW QUESTION # 31

A manager makes a sexual advancement to an employee who rejects the advance. Later, the manager does not allow the employee to be promoted because of the rejection of the sexual advancement. This is an example of what type of sexual harassment?

- A. Quid pro quo
- B. Hostile work environment
- C. Disparate treatment
- D. Disparate impact

**Answer: A**

Explanation:

Section: Volume B

Explanation/Reference:

Answer option C is correct.

This is an example of quid pro quo sexual harassment. This happens when employment decisions are rewarded or punished based on the sexual advance of management or employees to others in the organization.

Answer option D is incorrect. This isn't an example of disparate impact, as there's no policy requiring an action.

Answer option B is incorrect. This isn't an example of disparate treatment, as a member of a protected class isn't intentionally treated differently than other employees in this scenario.

Answer option A is incorrect. This isn't an example of a hostile work environment, which is a form of sexual advancement.

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

Chapter Four: Workforce Planning, 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 # 32

Samantha applied as an outside sales rep for a new sales territory. Part of the selection process included an assessment test that measures successful sales characteristics. Samantha scored particularly high on the test. During the interview, Christopher, the hiring manager, had some concerns about how well Samantha would fit into the company culture, but when he learned how high she scored on the test, he immediately decided to hire her. What bias could be at work in this situation?

- A. Halo effect
- B. Cultural-noise effect
- C. Stereotyping effect
- D. Knowledge-of-predictor effect

**Answer: D**

Explanation:

Answer option B is correct. The knowledge-of-predictor effect occurs when an interviewer is aware that a candidate has scored particularly high or low on an assessment test and allows this to affect the hiring decision. The halo effect (A) occurs when the interviewer allows a single positive characteristic of the candidate to overshadow other considerations. Cultural noise (C) occurs when a candidate gives answers they think the interviewer wants to hear. Stereotyping (D) occurs when the interviewer makes assumptions about a candidate based on generalizations about the group the candidate belongs to (for example, women). See Chapter 4 for more information. Chapter: Workforce Planning and Employment Objective: Staffing Programs

### NEW QUESTION # 33

A company that wants to reduce the cost of its unemployment insurance should do which of the following?

Each correct answer represents a complete solution. Choose all that apply.

- A. Aggressively fight unjustified claims for unemployment
- B. Terminate employees who violate company policy
- C. Enhance national productivity and competitive ability

- D. Establish an effective performance-management program

**Answer: A,B,D**

Explanation:

Explanation/Reference:

Answer options C, B, and A are correct.

C and B are both obviously correct. Although A may seem counterintuitive to some because many employers are hesitant to terminate employees for policy violations, those terminated for cause generally aren't eligible for unemployment insurance. Because retaining an employee who is not contributing to the organization is a poor business decision, maintaining adequate records to demonstrate the reasons for termination provides the tools to fight claims that are unjustified.

Chapter: Compensation and Benefits

Objective: Review Questions

#### NEW QUESTION # 34

Tax withholding is to the \_\_\_\_\_ stage of the employment life cycle as COBRA benefits are to the \_\_\_\_\_ stage of the employment life cycle.

- A. Pre-, mid-
- B. Pre-, post
- C. Beginning, ending
- D. Beginning, middle

**Answer: C**

Explanation:

Answer option C is correct. The life cycle of all compensation-related employment records is marked by specific data collection and documentation. Understanding what documents are required at each stage will allow HR to properly plan for security, updates, retention, and destruction. The other answers are not reflected in the organizational life cycle. Chapter: Compensation and Benefits  
Objective: Review Questions

#### NEW QUESTION # 35

CORRECT TEXT

Which of the following processes requires job evaluators to compare the value of jobs to one another?

Job evaluation Classification method Job sharing Ranking method

**Answer:**

Explanation:

D

Answer option D is correct. Chapter: Compensation and Benefits Objective: Total Rewards Defined

#### NEW QUESTION # 36

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