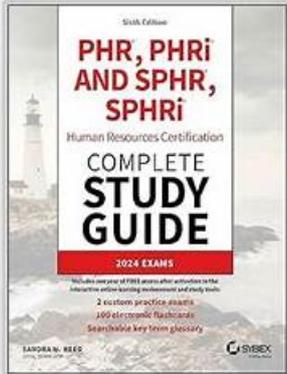


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(Sandra M. Reed)



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HRCI Senior Professional in Human Resources - International Sample Questions (Q108-Q113):

NEW QUESTION # 108

Dalton, a human resources professional for an engineering firm, is completing a series of annual reports. During his analysis of employee status, he divides the number of employees who left the firm during the year (8) by the average number of employees for the year (150). He arrives at a rate of 5.33. What is this type of result called?

- A. Quality of hire
- B. Replacement cost
- C. Accession rate
- **D. Turnover analysis**

Answer: D

Explanation:

Turnover analysis results from dividing the number of employees who left the business over a given time frame by the average number of employees over that same time frame. Accession rate describes the number of new hires when compared to the full number of employees in a business. The replacement cost shows businesses the cost of hiring new employees; these costs might include marketing costs, time spent costs, overtime costs, training costs, and more. The quality of hire is determined when a business establishes an example of a quality hire and then compares other employees or new hires against it.

NEW QUESTION # 109

Which of the following is NOT considered a statutory deduction?

- A. State income tax
- B. Federal income tax
- **C. Union dues**
- D. Social Security

Answer: C

Explanation:

Social Security, state income tax, and federal income tax are considered statutory deductions because they are mandated by government agencies. Union dues are not considered statutory deductions, although they may be provided for in some states.

NEW QUESTION # 110

To save costs, a call center located in Ohio has decided to outsource one of its largest departments to a country overseas. The manager of this department, Gina, has the task of informing her employees about this event. She consults the human resources professional, Silvia, about the best approach to take. What advice should Silvia give to Gina?

- A. Recommend that Gina provide all employees with a hand-written note explaining the
- B. Recommend that Gina assist employees in finding new positions once their jobs end.
- C. Recommend that Gina petition the call center to retain the department by proving the
- **D. Recommend that Gina be honest and share with her employees as many facts as possible.**

Answer: D

Explanation:

When addressing complex and emotional situations, the most effective approach is one that is honest, transparent, and active. Advising Gina to write hand written notes each employee is inefficient and takes away from transparency if not all employees receive the same message. Assisting employees in their job search may be appropriate as a secondary course of action but is not Gina's primary concern or responsibility. Advocating to retain the department likely falls outside of Gina's scope of the business and may take away from the communication needed first and foremost with the employees.

NEW QUESTION # 111

In a meeting with the upper management team, opinions are voiced that the company should resist change and stick to the old ways that have been working for so many years. The CEO and the CHRO meet separately after this meeting to discuss how to move forward. The CEO is concerned that the company does not have leaders with experience in the renewable energy sector or the ability to lead related change initiatives. What initial suggestion should the CHRO make?

- A. Review the performance of each manager, and suggest which managers should be
- B. Develop leadership training seminars to prepare the managers for leading change
- C. Conduct an assessment of the current talent within the organization, and forecast which
- D. Start building a talent pool and hiring managers with knowledge in the renewable energy

Answer: C

Explanation:

The CHRO displays business acumen by studying the talent and knowledge that exists within the organization and forecasting what will be needed in the future. Assessing the company's current talent resources is an important first step, followed by forecasting what the company will need to successfully implement the upcoming changes. By contrasting these two, the CHRO can put together a recommendation for the CEO about which talent gaps need to be filled through either hiring or training.

NEW QUESTION # 112

In terms of required document retention, which of the following is not covered by Title VII of the Civil Rights Act of 1964?

- A. Employee resumes
- B. Apprentice selection records
- C. Affirmative action plan
- D. Tax deductions

Answer: C

Explanation:

Title VII of the Civil Rights Act of 1964 covers the following types of document retention: apprentice selection records, employee resumes, and tax deductions. It does not, however, apply to a business's affirmative action plan, which falls under Executive Order 11246.

NEW QUESTION # 113

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