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## HRCI The Professional in Human Resources (SPHR) Sample Questions (Q170-Q175):

### NEW QUESTION # 170

What is the most effective method to use when an employer wants to obtain insight into employee goals and job satisfaction and provide career counseling to those in the work group?

- A. An employee focus group
- B. A brown-bag lunch
- C. A skip-level interview
- D. An employee survey

**Answer: C**

Explanation:

Explanation/Reference:

Answer option B is correct.

A skip-level interview provides an opportunity for a manager's manager to obtain insight into the goals and satisfaction of employees in the work group. An employee survey (A) is best used to gather information about various issues that can be collated and summarized. A focus group (B) can be used to involve employees in the decision-making process. A brown-bag lunch (D) is an effective way for senior managers to meet with small groups of employees to answer questions about the company goals and mission and to obtain feedback about operations. See Chapter 7 for more information.

Chapter: Employee and Labor Relations

Objective: Employee Relations

### NEW QUESTION # 171

Which of the following activities does not contribute to ergonomic injuries?

- A. Contact stress
- B. Extended vibrations
- C. Awkward postures
- D. Falling down stairs

**Answer: D**

Explanation:

Section: Volume D

Explanation/Reference:

Answer option C is correct.

Ergonomic injuries are caused by repeated stress to a part of the body. A fall down the stairs is a single occurrence and therefore not an ergonomic injury. See Chapter 8 for more information.

Chapter: Risk Management

Objective: Risk Assessment

### NEW QUESTION # 172

Herb is the HR Professional for his organization. He is preparing to hire a new employee, Hans, to the firm.

Herb has asked Hans to agree, in writing, to mandatory arbitration as part of the employment offer. What does this agreement mean?

- A. It means that Herb's firm can research Hans to determine if he's had any lawsuits.
- B. It means that Hans and the organization must settle all disputes, if any arise, through a neutral third party rather than through a lawsuit.
- C. It means that Hans cannot work for competitors without the written permission of the employer.
- D. It means that Hans must file all legal complaints with the organization's attorney, before filing a lawsuit against the organization.

**Answer: B**

Explanation:

Explanation/Reference:

Answer option D is correct.

Mandatory arbitration helps the organization avoid lawsuits, should any arise, between the employee and the employer, by agreeing up-front to settle potential disagreements through an arbitrator versus a lawsuit.

Answer option A is incorrect. This answer describes a non-compete agreement.

Answer option B is incorrect. This isn't a valid answer for the mandatory arbitration agreement.

Answer option C is incorrect. Hans doesn't need to file legal complaints with his employer under this agreement. The agreement means that Hans and the employer will settle the problem without a lawsuit.

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

Chapter: Employee and Labor Relations

Objective: Dispute Resolution

### NEW QUESTION # 173

Which of the following would be the best choice of a profit-sharing plan if the employer wishes to improve organizational productivity through shared management and employee efforts?

- **A. Gainsharing**
- B. Improshare
- C. Employee Stock Purchase Plan
- D. nuses

**Answer: A**

Explanation:

Answer option B is correct. A key component of a gainsharing plan is the shared responsibility of outcomes between management and employees. Productivity is reviewed, new performance is measured, and both work groups share in the gain. ESPPs, bonuses and improshare (D, A, C) all could be used, but are not specifically grown around the concept of shared responsibility between management and employees. Chapter: Compensation and Benefits Objective: Review Questions

### NEW QUESTION # 174

All business organizations must use some common terminology to describe the roles and responsibilities of people and entities within the organization. What term is described as the amount of product or service the entity is able to produce with the available materials, labor, and equipment?

- A. Technology
- **B. Capacity**
- C. Production
- D. Lines of business

**Answer: B**

Explanation:

Section: Volume B

Explanation/Reference:

Answer option B is correct.

Capacity describes the amount of product or service an entity can create based on its inputs and the demand from customers. The maximum capacity needs to be known so that management can plan accordingly.

Answer option A is incorrect. Production is the act of producing the manufactured goods or the completion of delivery of the services a business offers its customers.

Answer option C is incorrect. Lines of business describe the functional units within a company that generates an income. For example, a bank may have retail banking, corporate banking, personal banking, investments, and savings.

Answer option D is incorrect. Technology is an input to the production, operations, and capacity that allows a business to produce the goods and services.

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.

Chapter: Business Management and Strategy

## Objective: Organizations

### NEW QUESTION # 175

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