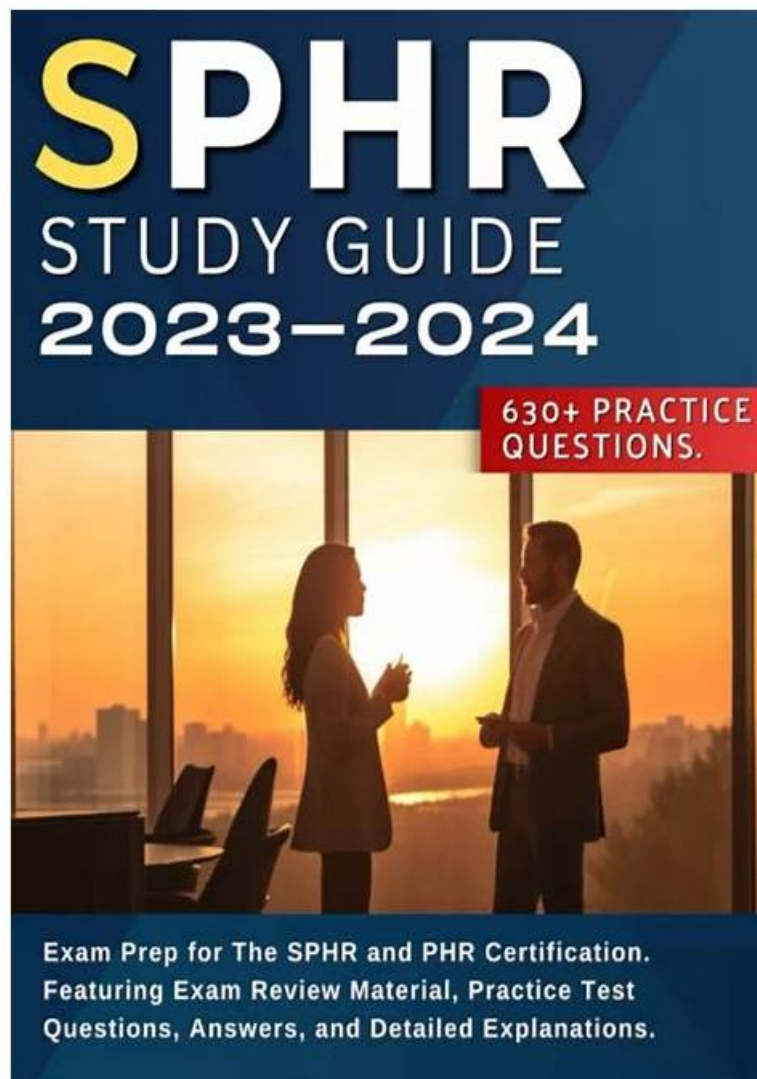


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HRCI The Professional in Human Resources (SPHR) Sample Questions (Q60-Q65):

NEW QUESTION # 60

As a Senior HR Professional, you should be familiar with certain precedent-setting cases related to equal employment opportunity. This case focused on the requirement for employees seeking internal transfer or promotions to possess a high school education and certain scores on aptitude tests. The court found under Title VII of the Civil Rights Act that the test could disparately impact ethnic minority groups. Which case is referenced?

- A. Washington versus Davis
- B. McDonnell Douglas Corp versus Green
- C. Regents of California versus Bakke
- D. Griggs versus Duke Power

Answer: D

Explanation:

Explanation/Reference:

Answer option A is correct.

The Griggs versus Duke Power case was heard before the Supreme Court in 1970 and resulted in the disparate impact theory.

Answer option B is incorrect. McDonnell Douglas Corp versus Green was heard before the Supreme Court and regarded how plaintiffs and defendants may present evidence of violations of Title VII of the Civil Rights Act.

Answer option C is incorrect. Washington versus Davis was heard before the US Supreme Court in 1976.

Two African Americans had applied for positions in the Washington DC police department but were not given the jobs based on testing of verbal skills.

Answer option D is incorrect. Regents of California versus Bakke was a Supreme Court case that determined that race could be a factor in a college admissions program.

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: Workforce Planning and Employment

Objective: Federal Employment Legislation

NEW QUESTION # 61

You are the HR Professional for your organization and you're reviewing the performance appraisal systems your company can use. Which performance appraisal approach uses a paired comparison method in the review?

- A. Results-based
- B. Comparative method
- C. Narrative method
- D. Rating method

Answer: B

Explanation:

Explanation/Reference:

Answer option C is correct.

The comparative method can use a paired comparison method to rate each employee in a group against every other employee in the group.

Answer option D is incorrect. A narrative method uses an essay or conversation as the review.

Answer option B is incorrect. The rating method uses rating scales and checklists to review the employees or members of an identified group.

Answer option A is incorrect. Results-based appraisals generally use the management by objectives review of the goals accomplished.

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

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: Human Resource Development

Objective: Performance Appraisal

NEW QUESTION # 62

Your organization uses the balanced scorecard to assess overall performance within the company. Which of the following is the correct definition of components in the balanced scorecard method?

- A. Financial results, competitor results, key internal communication, and how people are hired and trained to achieve organizational goals
- **B. Financial results, customer results, key internal processes, and how people are hired and trained to achieve organizational goals**
- C. Financial results, competition results, key internal processes, and how people are hired and trained to achieve organizational goals
- D. Value of stock results, customer results, key internal communications, and how people are hired and trained to achieve organizational goals

Answer: B

Explanation:

Explanation/Reference:

Answer option B is correct.

The balanced scorecard was developed by Dr. Robert Kaplan and Dr. David Norton to assess performance in four areas of an organization: Financial results, customer results, key internal processes, and how people are hired and trained to achieve organizational goals.

Answer options D, C, and A are incorrect. The balanced scorecard does not assess competition or communications.

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: HR Metrics: Measuring Results

NEW QUESTION # 63

Ken is an employee in your organization. When it comes to training and learning new skills, Ken says that he learns best by listening to lectures, audio recordings, and podcasts. What type of a learner is Ken?

- **A. Auditory learner**
- B. Visual learner
- C. Tactile learner
- D. Audible learner

Answer: A

Explanation:

Section: Volume B

Explanation/Reference:

Answer option C is correct.

Ken is an auditory learner as he learned best by listening.

Answer option B is incorrect. There is not a category of learning called audible learners.

Answer option A is incorrect. A tactile learner, also known as a kinesthetic learner, learns best with hands-on exercises.

Answer option D is incorrect. A visual learner learns best by what they see, such as reading, demonstrations, and DVD types of learning.

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

Objective: Talent Management

NEW QUESTION # 64

When an employer is charged with a discrimination complaint the EEOC can do one of four actions against the employer. Which one of the following is not one of the four EEOC actions?

- A. Dismiss it
- B. Settle it
- C. Investigate it
- D. Prosecute it

Answer: D

Explanation:

Section: Volume B

Explanation/Reference:

Answer option A is correct.

The four actions the EEOC may do in regard to the alleged discrimination are to investigate it, settle it, mediate it, or dismiss it.

Answer option C is incorrect. The EEOC may elect to investigate a charge of alleged discrimination.

Answer option D is incorrect. The EEOC may elect to settle a charge of alleged discrimination.

Answer option B is incorrect. The EEOC may elect to dismiss a charge of alleged discrimination.

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: Federal Employment Legislation

NEW QUESTION # 65

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