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## SHRM-CP Practice test A Questions and Answers

When employees leave work early or purposefully work at a slow pace, they are engaging in  
a. property deviance  
b. production deviance  
c. political deviance  
d. personal aggression - correct answer a. production deviance

In which business structure do partners exist mainly as investors, without much influence on daily operations?  
a. Limited liability partnership  
b. sole proprietorship  
c. general partnership  
d. joint venture - correct answer a. limited liability partnership

Which pieces of legislation declared that back pay awards cannot be a part of compensatory damages?  
a. Civil Rights Act of 1964  
b. Civil Rights Act of 1991  
c. Equal Employment Opportunity Act of 1974  
d. Americans with Disabilities Act of 1990 - correct answer b. Civil Rights Act of 1991

The SMART model outlines the important characteristics of  
a. forecasting studies  
b. employee training  
c. effective recruiting  
d. organizational goals - correct answer d. organizational goals  
SMART- specific, measurable, achievable, realistic, timely

Name one consequence of the Clayton Act of 1914.  
a. Workers retained the right to organize  
b. The Sherman Act was applied to unions  
c. Employers could not always use injunctions to break strikes  
d. Federal contractors must pay the going rate for workers - correct answer c.  
Employers could not always use injunctions to break strikes  
Intended to protect the free market from a monopoly.

Which of the following statements about performance appraisal is false?  
a. ranking is a good method for appraising large groups of employees  
b. focal review programs include all of the employees in an organization  
c. force ranking systems assume that most employees are neither exceptionally good nor exceptionally bad

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### **SHRM Society for Human Resource Management Certified Professional Sample Questions (Q19-Q24):**

#### **NEW QUESTION # 19**

Which metric compares the number of new employees to the total number of employees?

- A. accession rate
- B. turnover rate
- C. succession rate
- D. replacement rate

#### **Answer: A**

Explanation:

Explanation: The accession rate compares the number of new employees to the total number of employees. This metric indicates whether an organization is experiencing too much or too little turnover. Human resources departments use the accession rate to identify focus areas for their recruiting and retention efforts.

#### **NEW QUESTION # 20**

What piece of legislation led to the creation of generally accepted accounting principles (GAAP)?

- A. Omnibus Budget Reconciliation Act
- B. **Securities Exchange Act of 1934**
- C. SarbanesOxley Act
- D. NorrisLa Guardia Act

#### **Answer: B**

Explanation:

Explanation: The Securities Exchange Act of 1934 led to the creation of generally accepted accounting principles (GAAP). This set of accounting standards was developed by the American Institute of Certified Public Accountants. For decades, the AICPA's standards were mandatory for publicly held companies in the United States. In the past few years, however, the Securities Exchange Commission has allowed some businesses to use the standard created by the International Accounting Standards Board.

#### **NEW QUESTION # 21**

All of the following relate specifically to workers' compensation laws for particular industries except:

- A. BLBA
- B. LHWCA
- C. FECA
- D. **NLRA**

#### **Answer: D**

Explanation:

Explanation: NLRA, or the National Labor Relations Act of 1935, applies primarily to labor standards in the United States, as well as the relationship between employers and their workers. FECA refers to the Federal Employees Compensation Act of 1916; BLBA refers to the Black Lung Benefits Act of 1969/1977; LHWCA refers to the Longshore and Harbor Workers' Compensation Act of 1927.

### NEW QUESTION # 22

What was the founding idea of quality improvement, as espoused by W. Edwards Deming?

- A. Design is more important than function.
- **B. The customer is the ultimate judge of quality.**
- C. Employees should continuously improve.
- D. Defects can be reduced infinitely.

#### Answer: B

Explanation:

Explanation: The founding idea of quality improvement, as espoused by W. Edwards Deming, is that the customer is the ultimate judge of quality. This simple insight, made in the early 1940s, radically changed the way business has been done thereafter. Before Deming, businesses relied on their own metrics and assessments of product quality. After him, they began to ask their customers about what constitutes quality, and make changes accordingly.

### NEW QUESTION # 23

Which of the following agencies is responsible for enforcing the rights of veterans in the workplace?

- A. OFCCP
- B. DOJ
- C. EEOC
- **D. DOL**

#### Answer: D

Explanation:

Explanation: The Department of Labor is responsible for enforcing the rights of veterans in the workplace. The EEOC, DOJ, and OFCCP are all responsible for enforcing other rights within the workplace.

### NEW QUESTION # 24

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