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HRCI- SPHR Practice Exam with Correct Answers

One of your production managers uses incentives to reward employees for meeting operational objectives. This is the best example of which of the following leadership styles?

- A. Charismatic leadership
- B. Transactional leadership
- C. Laissez-faire leadership
- D. Authoritarian leadership

Correct Answer-B. Transactional leaders are characterized by a "this for that" style. These leaders use both rewards and discipline when necessary to accomplish organizational and departmental objectives.

Consensual romantic relationships at work represent what type of risk?

- A. Intimate partner violence
- B. Unlawful treatment
- C. Sexual harassment
- D. None, because it's consensual

Correct Answer-C. Relationships at work, even those that are consensual, have the potential for issues in which HR will have to intervene. This includes the risk of sexual harassment should the relationship become unwanted by either party.

The international gas utility company for which you direct HR does not have an organized health and safety program for its workers. What should be your first step?

- A. Focus on becoming compliant with international, federal, state, and local safety standards.
- B. Identify the employees who are most at risk and begin safety efforts with them.
- C. Obtain approval for a company-wide incentive program based on zero accidents or injuries.
- D. Meet with the workers' compensation brokers to assess the cost

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HRCI Senior Professional in Human Resources - International Sample Questions (Q241-Q246):

NEW QUESTION # 241

What is an example of a structural issue HR should recognize during a merger and acquisition?

- A. Existing labor contracts
- B. Use of different technologies by the two companies
- **C. Conflicts of culture in the organizations**
- D. Compliance provisions

Answer: C

Explanation:

During an (merger and acquisition), HR should compare four aspects of the companies that are being merged: 1) structural issues such as conflicts in culture between the organizations, 2) legal issues such as compliance provisions, 3) technological considerations such as which technologies are being used by the companies, and 4) financial considerations such as existing labor contracts.

NEW QUESTION # 242

Which of the following recruiting methods is MOST efficient at creating an interactive talent pool?

- **A. Social media**
- B. Job fairs
- C. Internships
- D. Staffing agencies

Answer: A

Explanation:

Creating an interactive talent pool over social media is highly efficient due to the wide reach that social media can offer. Additionally, recruiting over social media offers diverse options for interactive types of content, immediate feedback and conversational tools that help create conversations. Job fairs and internships can be effective at creating interactive talent pools but require additional resources to reach a comparable number of people. Staffing agencies can be efficient at creating placements but lack the interactive element of vetting and building relationships with a talent pool prior to hiring.

NEW QUESTION # 243

Which of the following might be an example of transactional leadership?

- A. A manager has a series of tasks that need to be completed and assigns each employee a task
- B. A manager takes the time to sit down with each employee and assist him in utilizing
- C. A manager allows employees to determine where they fit best within the department and
- **D. A manager sets monthly goals for his department and offers motivational rewards to**

Answer: D

Explanation:

Transactional leadership occurs when a leader offers some form of a transaction as the result of meeting a goal; in other words, the manager is utilizing transactional leadership by offering a reward if employees complete certain monthly goals. Answer choice B reflects a coaching style of leadership. Answer choice C reflects more of a directive style of leadership. Answer choice D reflects a laissez-faire style of leadership.

NEW QUESTION # 244

Which organization focuses on challenges brought about through globalization?

- A. Organization for Economic Co-operation and Development
- B. International Labor Organization
- C. UN Global Compact
- D. World Trade Organization

Answer: A

Explanation:

The Organization for Economic Co-operation and Development (OECD) sets goals, formulates policies, and supports its member states on issues brought about through globalization and global trade.

NEW QUESTION # 245

Which of the following is a primary reason for the failure of total quality management programs?

- A. Micromanaging by employees at all levels of the organizational hierarchy
- B. Overemphasis on core objectives
- C. Failure to use ISO 9000 standards
- D. Inability to identify the advantages of change

Answer: D

Explanation:

Inability to identify the advantages of change is a primary reason for the failure of total quality management (TQM) programs. If managers are unable to convey the intended benefits of a new program, employees are less likely to comply with the new standards and regulations.

Micromanagement by employees at all levels is a common characteristic of total quality management programs during the implementation phase. These programs are comprehensive and require the participation of employees at all levels. Total quality management experts would deny that it is possible to overemphasize core objectives, since TQM depends on isolation of key production components and constant attention to improvement. Finally, failure to use ISO 9000 standards does not cause TQM efforts to fail, since there are a number of other standard systems available. Indeed, many industries have special standards that are more appropriate.

NEW QUESTION # 246

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