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ITEM 1

The structure of an organization is usually described in the form of an organization chart as a means to describe internal:

- A. chain of command.
- B. working structure.
- C. processes and procedures.
- D. interaction between people.

ITEM 2

The main reason exit interview information should be kept separate from personnel files is:

- A. legal reasons.
- B. confidentiality.
- C. reliability.
- D. company policy.

ITEM 3

An employee filed a complaint about another employee and is now contacting HR to find out if and how the other person was disciplined. What is the main reason why the HR administrator should not give out that information?

- A. Bias
- B. Privacy
- C. Retaliation
- D. Legal

ITEM 4

Which of the following barriers cause individuals to interpret the same communication differently, depending on previous experiences?

- A. Frames of reference
- B. Selective listening
- C. Value judgements
- D. Source credibility

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HRCA Associate Professional in Human Resources - International Sample Questions (Q68-Q73):

NEW QUESTION # 68

_____ is a critical HR metric that measures the total time taken from when a job is posted until a candidate accepts the offer.

- A. Time to recruit, which tracks the duration from job posting to acceptance
- B. Employee performance rating, reflecting overall job performance
- C. Training cost per employee, calculating the investment in training
- D. Quality of hire, assessing the performance of newly hired employees

Answer: A

Explanation:

Time to recruit is critical as it measures the total time taken from when a job is posted until a candidate accepts the offer. This metric helps HR assess the efficiency of their recruitment process and identify any delays.

NEW QUESTION # 69

Which of the following is found in a candidate database?

- A. Benefit expectations
- B. Performance appraisals
- C. Job skills
- D. Disciplinary actions

Answer: C

Explanation:

A candidate database is designed to store information pertinent to recruitment and selection. It includes:

* Job Skills: Key competencies and qualifications relevant to job roles, helping recruiters match candidates to positions.

* Explanation of Other Options:

* A. Disciplinary actions: These are internal records maintained post-hiring, not typically part of a candidate database.

* C. Benefit expectations: These are discussed during negotiations and not stored in a pre-hiring database.

* D. Performance appraisals: These are post-hiring evaluations, irrelevant to candidate databases.

* SHRM: Candidate Database Best Practices.

* CIPD: Talent Acquisition Guidelines.

References:

NEW QUESTION # 70

A form of employee recognition that rewards top performance is:

- A. Pension contributions
- B. Long service incentive.
- C. Guaranteed annual bonus.
- D. Short-term incentive

Answer: D

Explanation:

Definition of Short-Term Incentive:

* Short-term incentives are rewards given for outstanding performance within a specific period, such as bonuses, commissions, or other financial rewards.

Why Short-Term Incentive is Correct:

* It directly acknowledges and rewards top performance, motivating employees to maintain high standards.

Eliminating Incorrect Options:

* A. Long service incentive: Recognizes tenure, not performance.

* C. Guaranteed annual bonus: Is not tied to performance but often contractual.

* D. Pension contributions: Are long-term benefits unrelated to performance recognition.

International HR References:

* SHRM Compensation Guidelines: Discusses short-term incentives for rewarding exceptional performance.

NEW QUESTION # 71

A multinational firm aims to improve its training programs by using pre- and post-testing. How should the HR department implement this approach to accurately measure learning outcomes?

- A. Emphasize qualitative feedback over quantitative results.
- **B. Develop detailed and objective pre- and post-tests.**
- C. Use informal assessments during the training.
- D. Focus on subjective feedback from the participants.

Answer: B

Explanation:

Developing detailed and objective pre- and post-tests allows for precise measurement of learning outcomes, helping the HR department evaluate the knowledge gained and the overall effectiveness of the training program.

NEW QUESTION # 72

Which of the following terms is used to describe working outside of the regular work location on a regular basis?

- A. Compressed schedule
- **B. Telecommuting**
- C. Flex-time
- D. Job sharing

Answer: B

NEW QUESTION # 73

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