

SHRM-SCP PDF Testsoftware - SHRM-SCP Online Test

Chapter 1: Pre-assessment Test: SHRM-CP and SHRM-SCP Questions With Complete Solutions | VERIFIED

1. One of the key PEST factors that can influence an organization's global talent acquisition and retention strategies is the following question: Do tax and other socialized incentives exist that could influence hiring decisions? This factor is identified as:
- A. Political
 - B. Economic
 - C. Social
 - D. Technological
- CORRECT ANSWERS A. Political
- A. The factor that addresses whether tax or other socialized incentives exist that could influence hiring decisions is a political factor.
2. What is behavioral engagement?
- A. The inherent personality-based elements that make an individual predisposed to being engaged
 - B. Workplace conditions or practices that can be improved through organizational interventions under management's control
 - C. The effort employees put into their jobs, which leads to greater value
 - D. When employees appear engaged but do not feel or think in an engaged way
- CORRECT ANSWERS C. The effort employees put into their jobs, which leads to greater value
- C. Behavioral engagement is evident in the effort employees put into their jobs, which leads to greater value, creating higher performance from their less-engaged counterparts.
3. An employee opinion survey is a survey that:
- A. Attempts to determine employee perceptions of the quality of management and the effectiveness of compensation and benefits programs
 - B. Attempts to measure data on specific issues such as safety procedures or work processes
 - C. Focuses on the employee level of satisfaction, commitment, and morale
 - D. Identifies quality and measure of work-life issues
- CORRECT ANSWERS B. Attempts to measure data on specific issues such as safety procedures or work processes
- B. An employee opinion survey is a survey that is designed to measure important data on specific issues that the employer may be evaluating or considering
4. What is a participatory learning method called in which a group of learners, sitting in the center of a circle, debate or discuss a topic while the remaining learners observe the discussion?
- A. Round robin
 - B. T-group
 - C. Role play

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SHRM Senior Certified Professional (SHRM-SCP) SHRM-SCP Prüfungsfragen mit Lösungen (Q342-Q347):

342. Frage

A large retail company opens a distribution center directly across the street from a small competing firm's distribution center and posts a sign advertising open entry-level positions. The plant manager of the small firm notices that the sign indicates the advertised salary is higher than what the firm pays its entry-level employees.

The plant manager is concerned employees will leave the firm to seek work at the competing company. The plant manager notifies the HR manager of the pay differences and requests immediate pay matching for all entry-level employees. The HR manager sets up a meeting with the plant manager, compensation manager, and HR business partner to discuss the issue. They decide to increase base pay to match the competitor's base pay but only for a subset of entry-level roles identified as critical. They also decide to put the pay increase into effect immediately, and the HR manager agrees to monitor the situation over the next three months.

How should the HR manager analyze the impact of the pay increase on entry-level employees over the three-month period?

- A. Track whether conversion rates from applicant to employee increase for entry-level positions.
- **B. Administer a job satisfaction survey to compare responses of employees who satisfy their pay and those who did not.**
- C. Track online reviews about the company by employees and candidates.
- D. Set up interviews with entry-level employees to identify factors responsible for the retention of current employees.

Antwort: B

Begründung:

* Administer a Job Satisfaction Survey:

* Purpose: To gather data directly from employees about their satisfaction levels with the new pay increase.

* Survey Design: Develop a survey with questions focused on job satisfaction, including specific items about pay satisfaction, motivation, and intention to stay with the company.

* Comparison: Compare the responses of employees who received the pay increase with those who did not to determine the impact of the pay increase on their overall job satisfaction.

343. Frage

Which HR strategy should have the greatest impact on promoting a culture that embraces corporate social responsibility (CSR) and corporate philanthropy?

- A. Incorporate CSR concepts into learning and development programs.
- **B. Use CSR initiatives to recruit, develop, engage, and retain employees.**
- C. Build a strong partnership with corporate CSR leaders to make HR's efforts more visible.
- D. Conduct a survey on employee views of CSR and specifically target corporate philanthropy.

Antwort: B

Begründung:

* Integrated Strategy: Using CSR initiatives as part of recruitment, development, engagement, and retention strategies creates a comprehensive approach that aligns with the organization's values and culture.

* Attracting Talent: CSR initiatives can attract job seekers who value corporate responsibility and ethical practices, enhancing the company's employer brand and appeal.

* Employee Development: Incorporating CSR into development programs helps employees build skills and knowledge related to sustainability and social responsibility, fostering a culture of continuous learning and ethical behavior.

* Engagement and Retention: Engaging employees in CSR activities can increase job satisfaction, loyalty, and retention as they feel proud to work for a socially responsible company. It also provides opportunities for employees to contribute to meaningful causes, enhancing their overall engagement.

* Positive Culture: Promoting CSR and corporate philanthropy through HR strategies helps create a positive organizational culture that prioritizes social and environmental responsibility, further embedding these values into the company's operations.

References:

* SHRM-SCP Exam Content Outline

* SHRM guidelines on CSR and employee engagement

344. Frage

What is an example of a business outcome that can be measured to gauge the effectiveness of an employee engagement initiative?

- A. Employee absences
- B. Managerial skills
- C. Employee motivation
- D. Employee problem-solving abilities

Antwort: A

Begründung:

The employee absence rate is a measure that can be calculated and used to assess the effectiveness of an engagement action plan. Problem-solving abilities, employee motivation, and managerial skills are not outcomes that can be measured explicitly.

345. Frage

The senior management team agrees that one of the steps to address the performance issues is to update their current performance management system, which is based on annual reviews. The CEO tasks the HR manager with developing a new performance management system based on continuous feedback and regular check-ins with the employees. What is the first step that the HR manager should take?

- A. Conduct a company-wide employee opinion survey to determine the reason(s) behind the junior developers, low performance.
- B. Meet with the project directors to develop an understanding of what improvements they want to see as a result of the new performance management system.
- C. Gather data, including the projected return on investment, to demonstrate the value of rolling out a new performance management system.
- D. Develop a thorough communication plan to inform all employees of the upcoming changes to the performance management system.

Antwort: B

Begründung:

By meeting with and listening to the project directors, the HR manager displays the relationship management competency. The first step is to understand the needs of the project directors to make sure that the new performance management system achieves their desired results. Conducting an employee survey is not a necessary step in developing a new performance management system. Communicating the change to the performance management system should take place after it has been developed. Because the decision to update the performance management system has already been made, there is no need to make a case for doing so.

346. Frage

You have a high-visibility performance review overhaul project that you need your team to deliver. How would you go about dividing the work between Peter and Jason?

- A. Have both of them work together on the same tasks-both complete research, put together the project plan, and deliver presentations to employees and leadership.
- B. Encourage both Peter and Jason to get out of their comfort zones-assign the research and data analysis to Jason, and Peter can create the communication pieces and deliver the presentations.
- C. Determine the overall project plan, strategy, and tasks together. Then let them divvy up the work directly with each other, keeping you apprised of any important decisions.
- D. Have Jason determine the overall project plan and the strategy of the program. Peter can conduct best practice research and analyze applicable data.

Antwort: D

Begründung:

As the manager of the group you should be involved in the strategic discussions and overall project plan. From there, if Jason and Peter are able to decide collaboratively which tasks they feel most comfortable with, they will have more buy-in for the project itself.

347. Frage

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