

# HRCI

## Exam Questions PHR

Professional in Human Resources



#### NEW QUESTION 1

Which one of the following best describes Progressive discipline?

- A. Discussion of substandard performance, written warning, final written warning, termination
- B. Series of documents of employee's incompetence or insubordination that precedes an employee's termination
- C. Discussion of substandard performance, verbal warning, written warning, and final written warning
- D. Series of documents of employee's substandard performance prior to each step of discipline or termination

**Answer: C**

#### NEW QUESTION 2

Which of the following is the process of constantly working with employees to enhance their ability to perform their jobs productively?

- A. Performance appraisal
- B. Employee self-assessment
- C. Performance management
- D. Supervisory training

**Answer: C**

#### NEW QUESTION 3

Your organization has a retirement benefits plan that is covered by ERISA. Under ERISA, which of the following is your organization required to do for the plan participants?

- A. Provide each participant with plan information, specifically about the features and funding of the plan through a summary plan description at a cost of no more than \$7 per participant, per year
- B. Provide each participant with plan information, specifically about the features and funding of the plan through a summary plan description at no cost
- C. Provide each participant with monthly plan information, specifically about the features and funding of the plan through a summary plan description at no more than \$7 per participant, per month
- D. Provide each participant with monthly plan information, specifically about the features and funding of the plan through a summary plan description at no cost

**Answer: B**

#### NEW QUESTION 4

Your organization employs 475 people and you are the HR Professional for the organization. You're teaching your staff about the EEOC laws and the rights your employees have under these laws. In your state what term is assigned by the EEOC to the local offices that enforce the EEOC laws and any local or state anti-discrimination laws?

- A. Labor offices
- B. Workers Rights Agencies
- C. Fair Employment Practices Agencies
- D. EEOC offices

**Answer: C**

#### NEW QUESTION 5

As an HR Professional you must recognize, and be aware of several pieces of legislation that affects your performance as an HR Professional. Which one of the following acts exempted labor unions and agricultural organizations from The Sherman Antitrust Act?

- A. The Clayton Act
- B. The Railway Labor Act
- C. The National Labor Relations Act
- D. The National Industrial Recovery Act

**Answer: A**

#### NEW QUESTION 6

Your organization has created an affirmative action plan which includes an internal audit and reporting system. According to the Department of Labor there are four actions which should be included in the internal audit and reporting system to be effective. Which of the following is not one of the Department of Labor recommended actions for the internal audit and reporting system?

- A. Require internal reporting on a schedule basis as to the degree to which equal employment opportunity and organizational objectives are attained
- B. Monitor records of all personnel activity at all levels to ensure that non-discriminatory policy is enforced
- C. Post the findings of the internal audit and reporting system for all employees to review
- D. Review report resources with all levels of management

**Answer: C**

#### NEW QUESTION 7

A union is performing a jurisdictional strike in front of a construction site. What is a jurisdictional strike?

- A. It is a strike through which the union seeks to pressurize an employer to assign a particular work to its members; rather than to members of other unions or to the non-union worker
- B. It is a strike through which the union seeks to pressurize an employer to agree to the terms of a new contract although there is already an approved contract in place

- C. It is a strike through which the union seeks to pressurize an employer to agree to the terms of a new contract because the current contract between the employer and the union has expire
- D. It is a strike through which the union seeks to pressurize an employer to assign all work to its members, rather than to members of non-union worker

**Answer:** A

#### NEW QUESTION 8

If an employee wants to participate in a union, they'll often have union dues to pay. The employer is obligated to deduct the payment from the employee's paycheck and give it to the union only if which condition is met?

- A. The person requesting for the union dues deduction must make the request in writin
- B. The union representative must contact the employer and verify the request on behalf of the employe
- C. The personrequesting for the union dues deduction must be employed for more than 90 day
- D. The person requesting for the union dues deduction must be employed for more than 120 day

**Answer:** A

#### NEW QUESTION 9

Jane is preparing for an interview process for an open position within her company. Jane has prepared several questions for the interview. Inher questions, Jane is careful not to ask all of the following questions, except for which one?

- A. Our hours are from 8 AM to 5 P
- B. Can you meet this requirement of the position?
- C. Where are you from?
- D. How many children do you have?
- E. What's your date of birth?

**Answer:** A

#### NEW QUESTION 10

Sexual harassment is a form of sex discrimination and it is illegal in the US based on what law?

- A. Title VII of the Civil Rights Act of 1964
- B. ADA and Rehabilitation Act of 2008
- C. ADEA of 1967
- D. Fair Labor Standards Act of 1958

**Answer:** A

#### NEW QUESTION 10

Your organization offers an employees' retirement benefit program that is covered by the Employee Retirement Income Security Act of 1974. The administrative responsibility for enforcement of the Employee Retirement Income Security Act of 1974 is divided among three government agencies. Which one of the following is not a government agency that helps to enforce ERISA?

- A. FDIC
- B. Department of Labor
- C. IRS
- D. Pension Benefit Guaranty Corporation

**Answer:** A

#### NEW QUESTION 14

Pat is interviewing Sammy for a job in his organization. During the interview, Pat asks Sammy for a dinner date. Sammy refuses his offer, but thanks him. Pat tells Sammy that a dinner date would be beneficial to the job selection. Sammy still refuses the dinner date. Based on this conversation, Pat decides not to hire Sammy for the position. This is an example of what type of sexual harassment?

- A. Covert
- B. Quid Pro Quo
- C. Contingent
- D. Hostile Work Environment

**Answer:** B

#### NEW QUESTION 16

COBRA, the Consolidated Omnibus Budget Reconciliation Act, requires some organizations to offer continuation of group health care coverage to employees and family members based on certain qualifying events. How many employees must exist within an organization for COBRA requirements to be enforced?

- A. 20
- B. 100
- C. 50
- D. 10

**Answer:** A

#### NEW QUESTION 19

Frank is an employee at the HBF Corporation, and he has recently been terminated because of poor company income. Frank visits the company's blog and saw a comment from his manager, which says, "We had to let Frank go today because he kept screwing up sales order. He's incompetent!" This is an example of which one of the following?

- A. Termination evidence
- B. Slander
- C. Libel
- D. Freedom of speech

**Answer: C**

#### NEW QUESTION 24

Your organization will be using the factor comparison technique in their evaluations of job performance. You need to communicate what the factor comparison technique accomplishes as you're the HR Professional for your organization. Which of the following best describes the factor comparison technique?

- A. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each jo
- B. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each jo
- C. A monetary value is assigned for each factor to determine its wort
- D. Based on performance, historical information, and value this approach determines the importance and value of each jo
- E. Factor comparison is an evaluationtechnique that involves the ranking of each compensable factor of each jo
- F. A monetary value is assigned for each factor to determine its wort
- G. Based on performance, historical information, and value this approach determines a bonus structure for each jo
- H. Factor comparison is an evaluation technique that involves the ranking of each compensable factor of each jo
- I. A monetary value is assigned for each factor to determine its wort
- J. Based on performance, historical information, and value this approachdetermines a pay rate for each jo

**Answer: D**

#### NEW QUESTION 28

As an HR Professional, you are required to post an OSHA poster in a conspicuous place that is easily visible to employees. What OSHA poster lists each of the employee's rights?

- A. OSHA 3165 poster
- B. OSHA 5613 poster
- C. OSHA 5131 poster
- D. OSHA 3615 poster

**Answer: A**

#### NEW QUESTION 29

The Equal Pay Act of 1963 prohibits discrimination on the basis of sex in the payment of wages or benefits, to men and women who perform substantially equal work for the same employer, in the same establishment, and under similar working conditions. The law defined substantial equality of job content on four factors. Which one of the following is not one of the four factors this law defines?

- A. Effort
- B. Working conditions
- C. Skill
- D. Education

**Answer: D**

#### NEW QUESTION 32

As an HR Professional you must be familiar with several laws and pieces of legislation that affects your practices. What act makes it illegal to discriminate against older workers with respect to benefits or to target older workers for layoffs?

- A. OWBPA
- B. OASDI
- C. HIPAA
- D. MHPA

**Answer: A**

#### NEW QUESTION 34

Robert is the HR Professional for a construction company. He's working with several site managers to communicate the requirements of OSHA reporting. Robert wants to convey the requirements of OSHA's reporting for work-related injuries. Which one of the following is the OSHA definition of a work-related injury?

- A. Any loss of life or limb resulting from an event in the work environmen
- B. Any wound or damage to the body resulting from anevent in the work environmen
- C. Any physical damage to one's body resulting from an event in the work environmen
- D. Any pain, suffering, or damage to a person as a result of working in an employee positio

**Answer: B**

#### NEW QUESTION 37

You are a HR Professional for your organization. You and your supervisor are reviewing the EEO reporting requirements for your company to comply with the reports your firm should file. Which report is collected on odd-number of years from state and local governments?

- A. EEO-4 Report
- B. EEO-1 Report
- C. EEO-5 report
- D. EEO-3 Report

**Answer:** A

**NEW QUESTION 40**

The HR Professional must take measures to ensure that he is involved with all areas of the HR Impact Model. What component of the HR Impact Model serves as the process integrator of all components?

- A. Programs and Processes
- B. HR Professional
- C. Catalyst
- D. Consultation

**Answer:** C

**NEW QUESTION 42**

There are seven stages of internal consulting that a HR Professional must be familiar with. Consider this scenario: Mark is a HR Professional for his organization. He is meeting with Tammy and Tammy's supervisor Eric to learn about a conflict between Tammy and Eric. Mark wants to understand both parties before addressing the scenario. Which of the seven stages is Mark, Tammy, and Eric participating in?

- A. Developing recommendations
- B. Implementing
- C. Exploring the situation
- D. Gaining agreement to the project plan

**Answer:** C

**NEW QUESTION 45**

John is the HR Professional for his organization. He is interviewing Sally for a sales position and he has asked Sally to provide an instance of how she worked with a tough customer in the past, how Sally resolved the situation, and what the outcome of the experience was. This is what type of interviewing technique?

- A. Prescreen interview
- B. Behavior-based interview
- C. Directive interview
- D. Stress interview

**Answer:** B

**NEW QUESTION 50**

You are leading a brief presentation for your company about the ERISA program your company participates in. What is ERISA used for?

- A. It protects the interests of those who participate in employee benefit plans
- B. It protects the workers of employee compensation plans
- C. It protects private organizations that have profit sharing plans for employee compensation
- D. It allows private organizations to create investments for workers in profit-sharing plans

**Answer:** A

**NEW QUESTION 55**

If an employer ignores stress in employees what symptom are employees likely to develop?

- A. De-motivation
- B. Burnout
- C. Tumors
- D. Turnover

**Answer:** B

**NEW QUESTION 57**

What is the FairPay amount that defines, what a person makes, to be considered highly compensated?

- A. \$110,000 or more
- B. \$150,000 or more
- C. \$100,000 or more
- D. \$125,000 or more

**Answer:** C

**NEW QUESTION 59**

Your organization has a no-solicitation rule in effect for all employees. How does this rule affect the internal organization of unions?

- A. Unions can only solicit for members with the managements approval, when there's a no-solicitation rule in effec

- B. Unions cannot solicit for membership when there's a no-solicitation rule in an organization
- C. Unions can solicit for membership with the permission of more than 30 percent of the organization
- D. Unions are exempted from no-solicitation rule

**Answer:** B

#### NEW QUESTION 61

As an HR Professional you must be familiar with the project management processes and the stakeholders of projects. All projects can map to the project management lifecycle. Which one of the following best describes the project management lifecycle?

- A. It is the aggregation of the nine knowledge areas of project management: integration management, scope, schedule, costs, quality, human resources, communication, risk, and procurement
- B. It is the life of the management of the project -from initiation, planning, execution, controlling, through closing
- C. It is the life of a project to interact with all areas including scope, schedule, costs, quality, human resources, communication, risk, and procurement
- D. It is a unique life of each project -from its initiation through its closing

**Answer:** B

#### NEW QUESTION 62

Stress is often a significant issue in workplaces. Author Ravi Tangri asserts that stress costs organizations up to \$300 billion per year. Which one of the following stresses is the largest contributor to organizational cost of waste?

- A. Workplace accidents
- B. Turnover
- C. Absenteeism
- D. Drug plan costs

**Answer:** A

#### NEW QUESTION 63

You are an HR Professional for your organization. Your organization employs 120 people in the United States. You are required to file the EEO-1 report for your organization by what date?

- A. April 15 of each year
- B. The anniversary date of your organization reaching 100 employees
- C. January 1 of each year
- D. September 30 of each year

**Answer:** D

#### NEW QUESTION 66

As an HR Professional you must be familiar with particular labor-based acts of congress. One such act is the Taft-Hartley Act which addressed right-to-work states and unions. What does right-to-work states mean for unions and employees?

- A. An organization can fire employees if they're members of a union
- B. Union conducts the hiring process for an organization
- C. Employees are not required to join a union to work
- D. Employees must join the union in order to work

**Answer:** C

#### NEW QUESTION 69

Holly is the HR Professional for her organization and she's examining the type of exemptions for computer employees. What is the minimum rate that the computer employee must earn to be considered exempt?

- A. \$27.63 per hour
- B. \$17.03 per hour
- C. \$45.33 per hour
- D. \$31.23 per hour

**Answer:** A

#### NEW QUESTION 71

You are the HR Professional for your organization. You're leading a presentation on equal employment opportunity terminology for your staff. Beth, a staff member, wants to know what a charge is -in regard to equal employment opportunity. What is a charge?

- A. A charge is the documentation of an alleged unlawful discrimination
- B. A charge is an individual that has lodged a formal complaint to an agency that alleges unlawful discrimination
- C. A charge is the evidence that unlawful discrimination has occurred
- D. A charge is a formal complaint submitted to an agency that alleges unlawful discrimination

**Answer:** D

#### NEW QUESTION 74

Which of the following are non-monetary rewards that a company can provide to its employees?



- A. Recognition
- B. Opportunity to learn
- C. Flexible hours
- D. Cash compensation

**Answer:** ABC

**NEW QUESTION 76**

John's organization has collected several applications for an employment position within his organization. The data collected from these applications must be kept secure and private, especially in light of the Privacy Act of what year?

- A. 1964
- B. 1968
- C. 1974
- D. 2007

**Answer:** C

**NEW QUESTION 79**

You are the HR Professional for your organization. You have just hired a new employee for your company. What form are you and the newly hired employee required to complete to show the employee's identity and eligibility to work in the United States?

- A. IRCA-00
- B. 1099
- C. IRCA-86
- D. I-9

**Answer:** D

**NEW QUESTION 84**

Your organization has decided to close one of the manufacturing plants, where it employs 250 employees. The closing is not a reflection of the employee's performance, but due to poor sales of the equipment the plant produces. What is the employer required to do for the employees in light of the plant closing?

- A. Offer a written notice of the plant closing at least 60 days prior to the closing date
- B. Offer the employees an opportunity to resign from their position with two week severance pay
- C. Offer the employees a transfer to other plants that will remain open
- D. Offer the employees a final performance assessment

**Answer:** A

**NEW QUESTION 87**

Virginia is the HR Professional for her organization and she is reviewing the details of the Age Discrimination in Employment Act (ADEA) of 1967. She tells John, one of her staff members, that the ADEA prohibits discrimination on the basis of age for employees and job applicants who are above a certain age. What age does the ADEA apply to employees and job applicants?

- A. 40 and above
- B. 50 and above
- C. 30 and above
- D. All people regardless of their age

**Answer:** A

**NEW QUESTION 88**

There are four sections of the HR Impact Model. Which component of the model is considered to be the most client-oriented role?

- A. Programs and Processes
- B. Catalyst
- C. Consultation
- D. Policies and Procedures

**Answer:** C

**NEW QUESTION 92**

An organization would like to hire a 15-year old for some duties in their business. Which one of the following rules would be breaking the requirements of the child labor provisions of the FLSA?

- A. Non-school hours only
- B. 4 hours per school day
- C. 8 hours in a non-school day
- D. 18 hours per school week

**Answer:** B

**NEW QUESTION 96**

There are seven stages of internal consulting that a HR Professional must be familiar with. Which one of the following is not one of the seven stages of internal consulting?

- A. Exploring the situation
- B. Implementing
- C. Developing recommendations
- D. Executing the project plan

**Answer:** D

#### NEW QUESTION 101

Pauline is a HR Professional for her organization and she's meeting with the sales manager Jim. Jim wants to know if Randy, one of his sales people, is considered exempt or not because he's doing outside sales. Pauline tells Jim that there are just two qualifiers for Randy to be considered exempt in his role as an outside salesperson. The first is that Randy's primary duty must be making sales. What is the other consideration?

- A. Randy must earn all income from commissio
- B. Randy must not have a contract to complete sale
- C. Randy must be customarily engaged away from the employer's place of busines
- D. Randy must earn more than \$48,234 per yea

**Answer:** C

#### NEW QUESTION 102

What of the following statements defines total rewards?

- A. It is the total amount of pay a person earns per yea
- B. It is the compensation and the benefits a person earn
- C. It is the amount of pay a person earns per hou
- D. It is the compensation a person earns for their tim

**Answer:** B

#### NEW QUESTION 104

Beth is a HR Professional for her organization and she's discussing the risk of growing her organization's business. What is risk and why would it be considered in HR for organizational growth?

- A. Risk is an uncertain event or condition that may help or hinder an organizatio
- B. Adding employees can help positive risks or amplify negativetask event
- C. Risk is an adverse event that can halt, hinder, or hurt the objectives of a busines
- D. Risk is a negative event that an organization must consider when adding new employees to grow a compan
- E. Risk is an uncertain event or conditionthat can have a positive or negative effect on the goals of an organizatio

**Answer:** A

#### NEW QUESTION 109

You are an HR Professional for your organization and you're preparing your team for a series of interviews. You want the team to be familiar with the validity types you'll use and encourage in the series of interviews. During the interview process, the candidate will need to complete a psychological test to determine his ability to perform in the job role based on collected and desired traits. This is an example of what type of validity?

- A. Construct-related validity
- B. Criterion-related validity
- C. Content validity
- D. Predictive validity

**Answer:** A

#### NEW QUESTION 110

Which of the following are established by Fair Labor Standards Act (FLSA) of 1938? Each correct answer represents a complete solution. Choose three.

- A. Criteria for exempt and nonexempt employees
- B. Minimumwage requirement
- C. Laws for protecting American children against labor exploitation
- D. Health insurance requirement

**Answer:** ABC

#### NEW QUESTION 113

Martha is the HR Professional for her organization and she's working with her team to complete non-quantitative job evaluations. Martha wants to stress the available types of non-quantitative job evaluation techniques that are appropriate for her team to be communicated to managers. Which one of the following is not a non-quantitative job evaluation technique that Martha should share?

- A. Whole job ranking
- B. Job slotting
- C. Factor comparison
- D. Job classification



**Answer:** C

**NEW QUESTION 118**

OSHA has identified six standards that apply to almost all general industry employers. All of the following are standards as defined by OSHA that apply to employers except for which one?

- A. Emergency action plan standard
- B. Equity pay standard
- C. Exit routes standard
- D. Fire safety standard

**Answer:** B

**NEW QUESTION 123**

As an HR Professional you must recognize and be aware of several pieces of legislation that affect your performance as an HR Professional. What term describes the illegal agreement of the management to give an individual a job, as long as the person does not join or be involved with a labor union?

- A. Yellow dog contract
- B. Scab
- C. Shill contract
- D. Non-union agreement

**Answer:** A

**NEW QUESTION 125**

HR Professionals must recognize types of unlawful discrimination to be in compliance with US law. One type of discrimination is disparate treatment. Which one of the following is the best definition of disparate treatment?

- A. When an employer treats all applicants the same regardless of their race, color, sex, religion, national origin, age, disability, or military or veteran status
- B. When an employer creates a quid pro quo status based on an employee's rebuttal of unwelcome sexual advance
- C. When an employer treats a candidate differently based on the person's race, color, sex, religion, national origin, age, disability, or military or veteran status
- D. When an employee treats other employees differently based on their past work effort

**Answer:** C

**NEW QUESTION 130**

You are an HR Professional for your organization. You and your supervisor are reviewing the EEO reporting requirements for your company to comply with the reports your firm should file. Which EEO Report is a survey, collected every other year on even calendar years?

- A. EEO-4 Report
- B. EEO-5 Report
- C. EEO-3 Report
- D. EEO-1 Report

**Answer:** C

**NEW QUESTION 133**

Which one of the following is the best example of a disparate treatment of discrimination?

- A. All project team members are asked to take turns keeping meeting minutes in a rotation
- B. The meeting minutes will be kept by both men and women in a rotation
- C. The meeting minutes will be kept by female members of the project team because they have neater handwriting
- D. All junior project team members are required to take turns keeping meeting minutes in a rotation

**Answer:** C

**NEW QUESTION 135**

Management and union representatives are working through a collective bargaining agreement. What term is used in this process to describe arbitration that is used to resolve conflicts around contract language in the collective bargaining agreement?

- A. Decisions
- B. Permanent arbitration
- C. Interest arbitration
- D. Ad hoc arbitration

**Answer:** C

**NEW QUESTION 137**

As an HR Professional you must be familiar with several acts of congress, laws, and regulations that address risks in the workplace. Which of the following laws was the first to establish consistent safety standards for workers?

- A. Mine Safety and Health Act
- B. USA Patriot Act
- C. Occupational Safety and Health Act
- D. Homeland Security Act

**Answer:** C

**NEW QUESTION 140**

You are a HR Professional for your organization. You have presented an idea to your staff. The staff members then discuss their ideas based on your presentation. All of the ideas are recorded and collectively ranked from most important to least important (or some other ordinal scale). Through this process a selection or forecast can be made for the organization. What forecasting technique have you used in this scenario?

- A. Nominal group technique
- B. Ratio analysis
- C. Brainstorming
- D. Delphi Technique

**Answer:** A

**NEW QUESTION 142**

Holly is an HR Professional for her organization and she's creating a new application for employee candidates. On Holly's application form which item is allowed?

- A. Race
- B. Gender
- C. Request for background check
- D. Sexual orientation

**Answer:** C

**NEW QUESTION 147**

All organizations need prevoyance, or planning, as a part of a manager's duty. As an HR Professional what is the primary purpose of planning?

- A. Directs the project team and staff to accomplish the project scope
- B. Establishes groundwork for the managers to achieve the goals of the organization
- C. Communicates the direction of the organization
- D. Establishes groundwork for the managers to achieve their goals

**Answer:** B

**NEW QUESTION 152**

Which of the following is a process that occurs due to mergers, outsourcing or changing business needs?

- A. Involuntary exit
- B. Plant closing
- C. Voluntarily exit
- D. Outplacement

**Answer:** A

**NEW QUESTION 156**

You are a HR Professional for your organization and you're educating your staff on the Pregnancy Discrimination Act. Which one of the following statements about the Pregnancy Discrimination Act is not true?

- A. Pregnancy related benefits cannot be limited to married employee
- B. Employers must provide the same level of health benefits for spouses of male employees as they do for spouses of female employee
- C. If an employer provides any benefits to workers on leave, the employer must provide the same benefits for those on leave for pregnancy-related condition
- D. An employer is allowed to refuse to hire a pregnant woman because of the imminent time frame of the needed leave to deliver and care for the chil

**Answer:** D

**NEW QUESTION 158**

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