

# Exam Questions PHR

Professional in Human Resources

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#### NEW QUESTION 1

As an HR Professional you should be familiar with the terminology, practices, and rules governing unions and management in the bargaining process. What is the zipper clause in regard to negotiations?

- A. Items in a management-union contract can be "zipped" open and closed as often as necessary
- B. Management is locked out of union meeting
- C. Management and union representations are locked out of union employee meeting
- D. Items in a management-union contract are "zipped" closed, once the agreement is signed by both parties

**Answer: D**

#### NEW QUESTION 2

As an HR Professional you must be familiar with the strategic business management of your organization. Henry Fayol identified five functions of business management which still apply to businesses today. Which one of the following answers correctly identifies the five functions of a manager?

- A. Prevoyance, to command, to execute, to close, and to control
- B. Prevoyance, to organize, to command, to coordinate, and to control
- C. To plan, to organize, to control, to propose, and to close
- D. Initiating, planning, executing, controlling, and closing

**Answer: B**

#### NEW QUESTION 3

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 nondiscriminatory 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 4

Heather's organization works with a labor union work force. Heather has heard rumors that the union has been trying to create a hot cargo agreement with a supplier. What is a hot cargo agreement?

- A. It's an agreement that an employer will stop doing business with a non-union business
- B. It's a threat that the union will slow down processing orders for non-union shop
- C. It's an agreement to rush orders for union-based businesses
- D. It forces suppliers to join the union

**Answer: A**

#### NEW QUESTION 5

Jane is preparing for an interview process for an open position within her company. Jane has prepared several questions for the interview. In her 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 PM
- 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 6

You are a HR Professional for your organization and you're coaching Thomas on human resources practices, particularly the role of the HR Professional in strategic planning. You tell Thomas the importance of vision, mission, and values of an organization. Thomas asks what the difference is between vision and mission. Which one of the following best describes the difference between vision and mission for an organization?

- A. A vision is the purpose of a company
- B. A mission is the task the organization aims to accomplish
- C. A vision describes the future of the organization while a mission describes the goals of the organization
- D. A vision describes the organization's role, what the organization is, and what the organization may aspire to become
- E. A mission describes what the organization will definitely become
- F. A vision describes an organization's role, what the organization is, and what the organization wants to become
- G. A mission describes the organization's purpose for being

**Answer: D**

#### NEW QUESTION 7

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 8

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 9

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 10

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 10

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 15

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 17

Jennifer is the HR Professional for her organization. Her supervisor, Dan, has asked Jennifer to find the Compa-ratio for Sam. Sam earns \$40,000 as a mechanic, but the midpoint for a mechanic is actually \$50,000. What is the Compa-ratio for Sam?

- A. -\$10,000
- B. 80 percent
- C. 125 percent
- D. \$10,000

**Answer:** B

#### NEW QUESTION 20

Diane is the HR Professional for her organization and she's examining the ranges for the compensation levels of her company. Which one of the following statements best describes what a range for compensation is?

- A. A range specifies the lowest/minimum and the highest/maximum compensation rates for which positions with each grade are federally mandated that employees be paid
- B. A range specifies the lowest/minimum and the highest/maximum compensation rates for which positions with each grade are generally paid
- C. A range specifies the lowest/minimum and the highest/maximum compensation rates for the worth of responsibilities
- D. A range specifies the lowest/minimum and the highest/maximum value for which employees are generally paid through incentive

**Answer: B**

#### NEW QUESTION 23

As an HR Professional you should be familiar with the terminology, practices, and rules governing union-based strikes. What is the ally doctrine?

- A. A union may expand upon its primary picketing activity to include employees who are allies of the primary employee
- B. Employers cannot force friends, colleagues, and family members into joining a union picket
- C. Allies of the picketing union can allow allies into the picket line
- D. A union may expand upon its primary picketing activity to include employers who are allies of the primary employee
- E. A union may serve as an ally to another striking union by allowing their members to join the picket against the primary employee

**Answer: C**

#### NEW QUESTION 28

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 management's approval, when there's a no-solicitation rule in effect
- 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 33

Robert is the HR Professional for his organization and he's speaking with the federation chairman about the labor and the direction of unions. What is a federation?

- A. A federation is a group of national unions
- B. A federation is the same as a union
- C. A federation is a union that has international members
- D. A federation is the governing body of a union

**Answer: A**

#### NEW QUESTION 38

As a Senior HR Professional, you should be familiar with non-monetary rewards that your company provides for its employees. Which of the following is an example of non-monetary reward?

- A. Satisfaction from challenging and exciting assignments
- B. Esteem from working with other talented people
- C. Cash compensation
- D. On-site cafeteria

**Answer: D**

#### NEW QUESTION 41

If a union wants to organize, it typically moves through five steps to the organizing process. Which step of union organization would require the union to collect at least 30 percent of signed authorization cards from employees?

- A. Confirm interest
- B. The campaign
- C. Make a connection
- D. Obtain recognition

**Answer: A**

#### NEW QUESTION 42

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 45

As a HR Professional you must understand the laws and regulations, which affect employee compensation. Which of the following was the first to address a minimum wage for employees?

- A. Portal-to-Portal Act
- B. Walsh-Healey Public Contracts Act
- C. Davis-Bacon Act
- D. Fair Labor Standards Act

**Answer:** C

#### NEW QUESTION 50

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 perhour

**Answer:** A

#### NEW QUESTION 51

You are a HR Professional for your organization and your supervisor is asking you about the details of the Civil Rights Act of 1991, and what it means to your company. He wants to know what the total damages could be if an organization is found liable by a jury trial. What is the maximum amount that could be awarded to a victim of discrimination if the organization is found liable?

- A. There is no limited amount as the jury can determine damages
- B. \$50,000
- C. \$300,000
- D. \$500,000

**Answer:** C

#### NEW QUESTION 56

Your organization is using the whole job ranking technique as part of its non-quantitative job evaluation. Which one of the following best describes the whole job ranking technique?

- A. Jobs are ranked from lowest to highest according to the importance that each job hold
- B. Jobs are reviewed based on the entire performance of the organization in each categor
- C. Jobs are categorized into broad categories or level
- D. New jobs are categorized into an existing hierarchy of jobs within the organizatio

**Answer:** A

#### NEW QUESTION 57

Which of the following requires employers to pay social security tax for employees and to withhold the tax amount from employee paychecks?

- A. Fair Labor Standards Act (FLSA)
- B. Occupational Safety and Health Administration (OSHA)
- C. Federal Insurance Contributions Act (FICA)
- D. Employee Retirement Income Security Act (ERISA)

**Answer:** C

#### NEW QUESTION 59

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 60

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 dat
- B. Offer the employees an opportunity to resign from their position with two week severance pa
- C. Offer the employees a transfer to other plants that will remain ope
- D. Offer the employees a final performance assessmen

**Answer:** A

### NEW QUESTION 63

As an HR Professional you should be familiar with the terminology, practices, and rules governing unions and management in the bargaining process. There are three primary types of bargaining that management and unions participate in. Which one of the following bargaining types aims to generate a variety of options before settling on one?

- A. Distributive bargaining
- B. Good faith bargaining
- C. Integrative bargaining
- D. Interest-based bargaining

**Answer:** D

### NEW QUESTION 64

What act prohibits discrimination on the basis of physical and mental disabilities?

- A. ADEA of 1967
- B. Rehabilitation Act of 1973
- C. VEVRAA of 1974
- D. IRCA of 1986

**Answer:** B

### NEW QUESTION 66

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 67

Mark is a HR Professional for his organization and he has been given the assignment to create an Affirmative Action Plan for his company. As Mark creates this document, which one of the following is not required to be in the Affirmative Action Plan?

- A. Placement Goals
- B. Job Group Analysis
- C. Compliance Reviews
- D. Designation of Responsibility

**Answer:** C

### NEW QUESTION 70

As an HR Professional you should be familiar with OSHA forms for maintaining employee records. Which OSHA form is used to cover the what, how, when, where, and who or work-related injuries?

- A. Form 301
- B. Form 300
- C. Form 300A
- D. Form 3165

**Answer:** B

### NEW QUESTION 72

When an individual files a charge of discrimination with the EEOC against an employer, what will the EEOC do?

- A. The EEOC will create a hearing with the complainant and the employer to investigate the charge
- B. The EEOC will visit the employer to inform them of the charge
- C. The EEOC will investigate the claim by inspecting the employer's place of business
- D. The EEOC will send the employer a letter informing them of the charge

**Answer:** D

### NEW QUESTION 73

What of the following statements defines total rewards?

- A. It is the total amount of pay a person earns per year
- B. It is the compensation and the benefits a person earns
- C. It is the amount of pay a person earns per hour
- D. It is the compensation a person earns for their time

**Answer:** B

### NEW QUESTION 77



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 81

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. Minimum wage requirement
- C. Laws for protecting American children against labor exploitation
- D. Health insurance requirement

**Answer:** ABC

#### NEW QUESTION 84

Mathematical forecasting is also known as quantitative forecasting. Which one of the following statements best describes mathematical forecasting techniques?

- A. The predictor of future performance is risk analysis of possible outcome
- B. The best predictor of future performance is statistical analysis of past performance result
- C. The best predictor of future performance is structured reviews of current performance
- D. The best predictor of future performance is past performance

**Answer:** D

#### NEW QUESTION 87

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 92

As an HR Professional, you must recognize and be aware of several pieces of legislation that affect your performance as an HR Professional. The National Labor Relations Board identified five categories of unfair labor practices. Which one of the following is not one of the five categories of unfair labor practices?

- A. To dominate or interfere with the formation or administration of a labor organization
- B. To refuse individuals to organize and meet for the potential labor union creation process
- C. To interfere, restrain, or coerce employees in the exercise of their rights to engage in concerted or union activities or refrain from the
- D. To discriminate against employees for engaging in concerted or union activities or refraining from the

**Answer:** B

#### NEW QUESTION 97

You are a 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. One of the requirements for the open position is that the candidates are fluent in both English and Spanish. This is based on the high performers among current employees that have this trait. This is an example of what type of validity?

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

**Answer:** A

#### NEW QUESTION 101

Robert is the HR Professional for his organization. June, Robert's supervisor, assigns Robert for completing and filing the EEO-1 Report for the organization. What is the EEO-1 Report?

- A. It is a report that all employers with at least 100 employees must submit to the Department of Labor
- B. It defines the total number of employees the organization employs
- C. It is a report that all employers must submit to the Department of Labor defining the race, social security identification number, and income of all employees in the organization
- D. It is a report that all employers with at least 100 employees must submit to the Department of Labor
- E. It defines the total number of employees by job category, ethnicity, race, and gender the organization employs
- F. It is a report that all employers must submit to the Department of Labor defining the race and income of all employees in the organization

Answer: C

#### NEW QUESTION 103

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 107

An organization is considering services it can successfully provide to its customers. One of the services, however, is deemed to be difficult to offer with a high degree of certainty of success. The organization has decided not to offer the service because of the risk in offering the service, and failing. What risk response is used in this scenario?

- A. Transference
- B. Sharing
- C. Avoidance
- D. Mitigation

Answer: C

#### NEW QUESTION 112

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 used the terminology "work now, grieve later" to describe the urgency of performing work?

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

Answer: C

#### NEW QUESTION 116

Your organization is likely to be purchased by a competitor. The Management has asked you, in confidence, to complete environmental scanning to determine the effects of the purchase on your organization's culture, customers, and employees. What is environmental scanning?

- A. Environmental scanning is a review of the opportunities and threats that a condition may have on an organization
- B. Environmental scanning is the process of assessing the effects of an organization change on both macro and micro elements in an organization
- C. Environmental scanning is a review of the cultural achievability of a new project, organizational change, or market influence on at least three factors in an organization
- D. Environmental scanning is an internal review of an external catalyst

Answer: A

#### NEW QUESTION 118

Sally is an HR employee for her company. She is primarily interested in serving only in an organizational role where she focuses on creating HR policies and procedures. What is the limitation Sally may subject herself to, if she focuses only on the organizational role?

- A. She'll only be involved in the organization's strategic planning effort
- B. She won't be involved in the organization's strategic planning or change effort
- C. Her organizational impact will be limited to identifying problems, creating policy initiatives, and launching HR program
- D. Her organizational impact will be limited to promoting employee performance

Answer: B

#### NEW QUESTION 119

Herb is the HR Professional for his organization. He is preparing to hire a new employee, Hans, to the firm. Herb has asked Hans to agree, in writing, to mandatory arbitration as part of the employment offer. What does this agreement mean?

- A. It means that Hans and the organization must settle all disputes, if any arise, through a neutral third party rather than through a lawsuit
- B. It means that Hans must file all legal complaints with the organization's attorney, before filing a lawsuit against the organization
- C. It means that Herb's firm can research Hans to determine if he's had any lawsuit
- D. It means that Hans cannot work for competitors without the written permission of the employee

Answer: A

#### NEW QUESTION 121

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 126

OSHA may inspect a workplace at any time. The purpose of these inspections is to maintain safety for all workers. OSHA has established five priorities for workplace inspections. Which one of the following statements is the correct order of most important OSHA priorities to least important OSHA priorities?

- A. Imminent danger, planned inspections in high-hazard industries, employee complaints, catastrophes and fatal accidents, follow-up inspections
- B. Imminent danger, catastrophes and fatal accidents, planned inspections in high-hazard industries, employee complaints, and follow-up inspections
- C. Imminent danger, catastrophes and fatal accidents, planned inspections in high-hazard industries, follow-up inspections, and employee complaints
- D. Imminent danger, catastrophes and fatal accidents, employee complaints, planned inspections in high-hazard industries, follow-up inspections

**Answer:** D

#### NEW QUESTION 128

Fred is a union employee who has been summoned by the management to an investigatory hearing regarding his conduct. Fred would like to have a union representative with him at the meeting. What is the name of the right that allows Fred to have a union representative with him at the meeting?

- A. Management Rights
- B. Bumping Right
- C. Right of Way
- D. Weingarten Right

**Answer:** D

#### NEW QUESTION 133

Which of the following is a term used to describe efforts made by a downsizing company to help former employees through the transition to new jobs and help them re-orientate to the job market?

- A. Duty of diligence
- B. Exit interview
- C. Utility function
- D. Outplacement

**Answer:** D

#### NEW QUESTION 135

What is the time limit for filing a charge of discrimination with the EEOC?

- A. 90 days
- B. 60 days
- C. 180 days
- D. 30 days

**Answer:** C

#### NEW QUESTION 138

As an HR Professional, you must sometimes terminate employees from your organization. When an employee is terminated, there must be a just cause or a good cause for the termination. Which one of the following is not a valid just cause for the employee's termination?

- A. Whether the employee is a member of a protected class
- B. Whether the employee was warned in advance
- C. Whether the rule has been applied consistently
- D. Whether reasonable "proof" of the violation existed, or was obtained through investigation

**Answer:** A

#### NEW QUESTION 140

The Taft-Hartley Act, also known as the Labor Management Relations Act, addressed unions and engaged in certain types of secondary boycotts. What is a secondary boycott?

- A. It is an effort to convince others to stop doing business with a particular organization that is the subject of a primary boycott
- B. It is an effort to create more than one boycott on an organization, on two or more revenue streams
- C. It is two or more boycotts by two or more union-backed organizations against one company
- D. It is additional boycotts against companies that do business with a company which the union is boycotting

**Answer:** A

#### NEW QUESTION 143

Holly and Gary are HR Professionals in their organization and they're working to develop the strategic plan for their organization. Holly and Gary are using SWOT analysis to help understand the needs of human, financial, technological, capital, and other aspects of their organization. What is SWOT?

- A. SWOT is an analysis to define the schedule, weaknesses, opportunities, and timetable of a project endeavor

- B. SWOT is an analysis to define the strengths, weaknesses, opportunities, and threats an organization may face
- C. SWOT is an analysis to define the strengths, weaknesses, openness, and timeliness of an organization
- D. SWOT is an analysis to define the seriousness, weaknesses, openness, and timetable of organization development

**Answer:** B

#### NEW QUESTION 147

As an HR Professional you must be familiar with several different lawsuits and their affect on human resource practices today. What did the legal case, the United Steelworkers of America versus Weber regard?

- A. The United States Supreme Court held that the Civil Rights Act of 1964 did bar employers from favoring women and minorities
- B. The United States Supreme Court held that the Civil Rights Act of 1964 did bar employers from using racial criteria as a method to determine workplace advancement
- C. The United States Supreme Court held that the Civil Rights Act of 1964 did not bar employers from favoring women and minorities
- D. The United States Supreme Court held that the Civil Rights Act of 1964 did bar employers from favoring minorities, but could do gender based favoritism

**Answer:** C

#### NEW QUESTION 151

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