

# SPHR<sup>Q&As</sup>

The Professional in Human Resources (SPHR)

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**QUESTION 1**

John has made unwanted sexual advances to a female employee that he manages. The female employee has rejected the advances. John then gives a very negative review of the female's work even though she has worked well, met her objectives, and received positive reviews in the past. This is likely a case of what?

- A. Hostile work environment
- B. Jealousy
- C. Constructive discharge
- D. Quid pro quo

Correct Answer: D

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**QUESTION 2**

Which of the following organizational structures is characterized by networks instead of traditional hierarchies?

- A. Seamless organization
- B. Geographic organization
- C. Flat organization
- D. Matrix organization

Correct Answer: A

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**QUESTION 3**

ESOPs, ESPPs, and profit-sharing are all examples of which of the following?

- A. Deferred compensation
- B. Sales bonus options
- C. Group incentives
- D. Gainsharing strategies

Correct Answer: C

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**QUESTION 4**

A code of conduct is primarily used by companies that wish to do which of the following?

- A. Work toward preventing disciplinary action through clearly communicated behavior standards

- B. Provide equal opportunity for all employees
- C. Discourage violations of company policy
- D. Establish the framework for a discipline system

Correct Answer: A

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#### QUESTION 5

Lisa is developing a new training course for company using the ADDIE approach for the seminar. Her assistant, Hans, asks what ADDIE means. Which of the following is the correct definition of ADDIE?

- A. Analysis, Development, Diversity, Implementation, Excel
- B. Aptitude, Design, Deliver, Investigate, Evaluation
- C. Analysis, Design, Development, Implementation, Evaluation
- D. Aptitude, Design, Diversity, Implementation, Evaluation

Correct Answer: A

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#### QUESTION 6

Jan is the HR Professional for your organization. An employee within the organization has filed a charge with the EEOC that discrimination has been done by your organization against her. The EEOC has investigated the case and has found that there is no reasonable cause against your company. The person filing the charge, however, still believes that discrimination has occurred. How long does this person have, to file a lawsuit against your company?

Once the EEOC has found that there is no reasonable cause, the complainant cannot file a lawsuit to sue.

- A. Once the EEOC has found that there is no reasonable cause, the complainant cannot file a lawsuit to sue.
- B. Once the EEOC has found that there is no reasonable cause, the complainant can still file a lawsuit within 180 days of the EEOC's findings.
- C. Once the EEOC has found that there is no reasonable cause, the complainant can still file a lawsuit within 90 days of the EEOC's findings.
- D. Once the EEOC has found that there is no reasonable cause, the complainant can still file a lawsuit within 30 days of the EEOC's findings.

Correct Answer: C

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#### QUESTION 7

John earns \$45,200 per year as a mechanic in your organization. The \$42,500 per year does not include earnings John may have through shift differentials, benefits, overtime, incentives, and bonuses. Which one of the following terms best describes the \$45,200 per year that John earns?

- A. Variable pay
- B. Hygiene factor pay
- C. Base pay
- D. Market-demand pay

Correct Answer: C

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**QUESTION 8**

Which of the following is a legal term that describes an action that injures someone?

- A. Tort
- B. Temp-to-perm
- C. Total Quality Management (TQM)
- D. TIPS

Correct Answer: A

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**QUESTION 9**

What is the most effective method of performance evaluation?

- A. A field-review process
- B. A continuous-feedback process
- C. A forced-ranking process
- D. A behaviorally anchored rating-scale process

Correct Answer: B

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**QUESTION 10**

During the organization of a union, it's possible that the union will gain recognition from the management. The management is then obliged to give the NLRB a list of employees who are eligible to vote in the unionization election. What is the name of the list of such employees called?

- A. Candidate List
- B. Constituent List
- C. Union prospectus List
- D. Excelsior List

Correct Answer: D

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**QUESTION 11**

Which of the following ensures that employees in different locations are paid at rates competitive in the labor market for specific jobs and locations?

- A. Geographic pay
- B. Reporting pay
- C. Gross pay
- D. Call-back pay

Correct Answer: A

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**QUESTION 12**

Which of the following is a productivity type of statistical HR measurement?

- A. Revenue per employee
- B. Job satisfaction
- C. Turnover and retention
- D. Cost per hire

Correct Answer: A

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**QUESTION 13**

A training class is being held on how to install a new light fixture for a project. There are 2,433 light fixtures to install in the project, so all project team members will need to learn how to install the light fixture. The project manager wants to ensure that all fixtures are installed identically. In the training, participants learn how to install the fixture by following a step-by-step direction. All of the participants can now install the light fixture relatively easily and quickly. There's not much more to learn in the installation, so their learning tapers off in regard to the light fixture installation. This is an example of what type of learning curve?

- A. Positively accelerating learning curve
- B. Negatively accelerating learning curve
- C. S-shaped learning curve
- D. Plateau learning curve

Correct Answer: D

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**QUESTION 14**

Gary is an HR Professional for his organization that has several federal contracts of \$100,000 or more. His organization, as required by VEVRAA, files what form by September 30 each year, which provides the details of the veterans employed by the federal contractor?

- A. must file the EEO-1 report
- B. Gary must file the VEVRAA ACT-1 report
- C. Gary Gary must file the EEO-VETS form
- D. Gary must file the VETS-100 form

Correct Answer: D

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**QUESTION 15**

Professionals, craft workers, and laborers/helpers have what in common?

- A. They are all job categories on the EEO-1 report.
- B. They are all examples of protected-class individuals.
- C. They are all examples of types of labor unions.
- D. They are all classifications for defining exempt workers.

Correct Answer: A

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