

»» 25 VERIFIED HR PRACTICE TEST QUESTIONS

Instructions:

Our free Ace the HR Quiz includes 25 exam quality questions in multiple choice format for both HRCI and SHRM exams.

Each question has one correct answer.

Answers are listed in the answer key at the end of this downloadable.

Question 7 and 8 use the same scenario for each question.

ACE THE HR EXAM
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- 1. Which is the best group for an HR director to select to manage an employee survey project?**
 - A. Functional work group
 - B. Focus group
 - C. Cross-sectional committee
 - D. Peer review

- 2. After completing a benchmarking analysis, what is the next logical step?**
 - A. Contact the survey participants for clarification
 - B. Develop a “gap analysis” based on the benchmarking data
 - C. Create a due diligence review of the process
 - D. Implement needed change

- 3. A large corporation’s board requires its president and CEO to retire upon reaching age 65. Which of the statements below is most correct?**
 - A. Under the ADEA, companies may not have mandatory retirement policies.
 - B. There are exceptions to the ADEA that allow mandatory retirement if certain specific conditions are met.
 - C. Companies may only have mandatory retirement policies for safety-sensitive positions where age may be a factor in job performance.
 - D. Companies may have mandatory retirement policies only if applied to individuals over 70.

4. How are employees generally evaluated as part of a succession planning system?

- A. Appraisals by the employee's manager
- B. Feedback from peers
- C. Multiple evaluations by different managers
- D. Discussions between the employee and HR

5. From where should we derive our training objectives?

- A. A needs analysis
- B. Management initiatives
- C. Individual career development plans
- D. Requests from management

6. If your company has an "experience-rated" health insurance plan, it means that:

- A. Health insurance rates are based on the age of each member.
- B. The anticipated future expenses are the basis for rate adjustments
- C. The surplus premium not paid out in claims from last year is deducted from the next year's premium.
- D. The actual previous claims experience is the basis for determining the next year's premium rates.

(Use this scenario for the next two questions)

You are the HR Director of a patio furniture company. Your manufacturing plant is located in the northwestern part of the U.S. where the cost of living and wages are historically low. Recently, you received an anonymous call from your employee tip line with a complaint about the temperature in the plant. The anonymous caller is certain that employees have gotten sick because of the plant temperature and says the plant manager is disciplining employees who leave work because of heat exhaustion.

You spring to action and immediately speak to the plant manager and they tell you it is a misunderstanding. He even sends you a picture from his phone of new fans that have recently been installed on the plant floor.

7. Given all this information, what do you plan on doing next?

- A. Respond to the anonymous complaint and close the investigation
- B. Dig deeper into the investigation and look into safety claims and consider a visit to the location
- C. Meet with your executive leadership team to discuss next steps
- D. Talk with legal counsel

8. You visit the plant at the conclusion of your investigation. Based on the information gathered, you meet with the executive team and express concern for not only the safety and working conditions but also employee morale. What next steps do you recommend?

- A. Conduct a detailed analysis
- B. Identify and determine critical issues
- C. Provide clear direction of risks, resources, along with recommended next steps
- D. Hire an independent consultant to conduct a thorough review

- 9. Improshare plan bonuses are different from bonuses under the Scanlon or Rucker plans in that:**
- A. It is given for productivity gains resulting from a reduction in production time.
 - B. It is based on individual contributions to the goal.
 - C. It is based on the number of dollars saved.
 - D. The group members receive the total amount saved.
- 10. In an employment-at-will state, which of the following items is a legally acceptable reason for terminating an employee?**
- A. Sherry complained about her workload on a daily basis to her supervisor and anyone else who would listen to her.
 - B. Andrew talked to union organizers about trying to start a union at his firm
 - C. Becky violated company policy when she spent more than two weeks on jury duty.
 - D. Karen fell and broke her ankle in an unauthorized section of the building and filed a workers compensation claim.
- 11. Which group of people typically make up a peer-review panel?:**
- A. Supervisors and non-supervisory employees.
 - B. Managers above the level of the employee's supervisor whose decision is being appealed.
 - C. Co-workers of the employee making the appeal.
 - D. Managers, peers of the employee, and an unbiased third-party who does not work for the company.

12. Which components of contingency plans is HR typically responsible for?

- A. Communication systems, government and community relations, client relationships, and customer success
- B. Policies, emergency contact information and workplace relocation, communication, training, development
- C. Budget, cash management, contracting and purchasing, reserve fund, investment oversight, contract workers
- D. Internet security, data procedures, data protection, privacy, incident response, system capacity

13. For collective bargaining purposes, when determining the bargaining unit, temporary workers:

- A. Are employees of a temporary agency and not considered part of the bargaining unit.
- B. May be considered within the bargaining unit if both the temporary agency and the contracting employer consent.
- C. Are only part-time employees and not considered part of the bargaining unit.
- D. Are considered joint employees of the employer and the temporary agency and are eligible to vote in the bargaining unit election.

- 14. What is the first step in preventing and eliminating workplace hazards?**
- A. Developing a policy to address workplace hazards.
 - B. Creating a safe workplace from the outset.
 - C. Use of engineering controls.
 - D. Making mechanical improvements.
- 15. Which statement below describes how information technology creates a transformational impact on HR?**
- A. Expanding the scope and function of the HR Department
 - B. Allowing companies to store and retrieve a large amount of employee data on computers
 - C. Controlling organizational knowledge
 - D. Facilitating communication between business units
- 16. A customer who buys an automobile would be considered a(n) _____ of the automobile manufacturer.**
- A. Investor
 - B. Owner
 - C. Secondary stakeholder
 - D. Primary stakeholder

- 17. An established company is planning to serve a new consumer market. How can human resources support these efforts for the company's sales and operations teams?**
- A. By updating job descriptions
 - B. By reviewing the skills inventory
 - C. By redesigning performance evaluations
 - D. By revising HR policies
- 18. The change in age distribution of our future workforce is expected to mean that there will be:**
- A. More workers to support Social Security benefits.
 - B. More career opportunities for middle-aged workers.
 - C. Less need to retrain older workers.
 - D. Greater competition for promotional opportunities.
- 19. Which of the following would be considered the foremost enforcer against illegal recruitment and employment of foreign-born workers in the U.S.?**
- A. The U.S. Government
 - B. Foreign governments
 - C. Employer
 - D. State employment administrators

- 20. Why is the employer always held liable for quid pro quo sexual harassment?**
- A. It takes place during working hours
 - B. Both parties are employees of the organization
 - C. A supervisor's acts are viewed as acts of the employer
 - D. The supervisor demanded sexual favors for a job benefit
- 21. Which is a key benefit of cross-training employees?**
- A. It allows employees to exert more effort in their jobs.
 - B. It assists workers in identifying trouble spots in several jobs.
 - C. It requires less supervision of individual performance.
 - D. It saves money on labor costs.
- 22. An established organization projects that over the next 2-3 years over 200 workers will retire. To manage the skill requirements to replace retiring workers, HR should do all the following EXCEPT:**
- A. Determine a strategic plan
 - B. Identify the knowledge and skills at risk of being lost when employees retire
 - C. Assess the risk involved with losing needed KSA's
 - D. Address gaps involved with skill loss

- 23. What is the first step in interpreting the results of a pay survey?**
- A. Verify the accuracy of the data
 - B. Update salary data
 - C. Perform a regression analysis
 - D. Review the findings with management
- 24. Which of the following barriers to risk management might you encounter in an organization?**
- A. Technology, budget, office facilities
 - B. Cognitive, structural cultural
 - C. Resistance, anger, Denial
 - D. People, processes, strategy
- 25. Which of the following statements is the NLRB likely to view negatively?**
- A. Management says, "If the union wins, strikes may occur."
 - B. The union promises, "Grievance procedures will ensure fair treatment."
 - C. Management says, "Layoffs will happen if the union wins."
 - D. The union says, "Vote for the union and we promise you higher wages."



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Answer Key

1. **C**
2. **B**
3. **B**
4. **C**
5. **A**
6. **D**
7. **B**
8. **A**
9. **A**
10. **A**
11. **A**
12. **A**
13. **B**
14. **C**
15. **A**
16. **D**
17. **B**
18. **D**
19. **C**
20. **C**
21. **B**
22. **A**
23. **A**
24. **B**
25. **C**