

# Senior Professional in Human Resources

1. Which of the following functional areas covers activities related to planning for and managing entry into and exit from the organization to meet changing business needs?

A. Workforce Planning and Employment

B. Business Management and Strategy

C. Human Resource Development

D. Employee and Labor Relations

**Answer(s):** A

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2. According to Knowles, there are five key assumptions about how adults learn. One of the assumptions is the learner's need to know. Which of the following statements is best associated with the assumption of the learner's need to know?

A. I'm ready to learn this because what I learn will help me function better in some way.

B. I understand why I need to learn this.

C. What I learn today will help me solve problems at my workplace tomorrow.

D. I've got lots of valuable experience that I want to draw upon to help me as I learn.

**Answer(s):** B

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3. 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 a unique life of each project -from its initiation through its closing.

B. It is the aggregation of the nine knowledge areas of project management: integration management, scope, schedule, costs, quality, human resources, communication, risk, and procurement.

C. It is the life of the management of the project -from initiation, planning, execution, controlling, through closing.

D. It is the life of a project to interact with all areas including scope, schedule, costs, quality, human resources, communication, risk, and procurement.

**Answer(s): C**

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4. The Department of Labor establishes the rules for unemployment insurance and associated claims. Who administers the unemployment?

A. The Department of Labor

B. Each state

C. Insurance companies

D. Each organization

**Answer(s): B**

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5. A correlation coefficient is an example of a type of what?

A. Qualitative analysis

B. Quantitative analysis

C. Job evaluation

D. Learning matrix

**Answer(s): B**

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6. This nonmathematical forecasting technique brings the participants together to share and discuss their ideas about the forecast. The ideas are then ranked based on the groups input. What technique is discussed?

A. Management forecasts

B. Delphi technique

C. Nominal group technique

D. Brainstorming

**Answer(s): C**

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7. 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. IRS

B. Department of Labor

C. Pension Benefit Guaranty Corporation

D. FDIC

**Answer(s): D**

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8. You are the HR Professional for your organization. You are discussing the status of your company's employees to determine who may be considered nonexempt versus exempt. Which one of the following types of employees can never be considered exempted from overtime provisions?

A. Manual workers

B. Sales people

C. Managers

D. Administrative assistants

**Answer(s): A**

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**9.** Holly and Gary are HR Professionals in their organization and they are 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 strengths, weaknesses, openness, and timeliness of an organization.

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

C. SWOT is an analysis to define the seriousness, weaknesses, openness, and timetable of organization development.

D. SWOT is an analysis to define the strengths, weaknesses, opportunities, and threats an organization may face.

**Answer(s): D**

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**10.** There are many different types of organizations that people create to accomplish business goals. Which business organization has just one person who is responsible for all decisions in the business, retains all profits, and has unlimited personal liability for all business decisions?

A. Partnerships

B. Sole proprietorship

C. Limited liability company

D. Corporation

**Answer(s): B**

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**11.** The human resource professional fulfills three core roles in any organization. These three roles help propel the company's success. Which of the following statements best describes the roles of an HR professional?

A. Human resource professionals fulfill strategic, operational, and administrative roles.

B. Human resource professionals fulfill legal, operational, and administrative roles.

C. Human resource professionals fulfill strategic, operational, and logistical roles.

D. Human resource professionals fulfill functional, operational, and logistical roles.

**Answer(s): A**

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**12.** Each collective bargaining agreement outlines the process to file a grievance. Most agreements define a four-step approach to the grievance procedure. During which one of the following steps of the grievance procedure, might the president of the local union meet with the manager of the plant at which the employee with the grievance works?

A. Initiate the complaint

B. Escalate the complaint internally

C. Reach the highest level of internal escalation

D. Participate in binding arbitration

**Answer(s): B**

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**13.** A business professional must plan on the direction and mission of the organization. Questions that direct the business ask where is the business now, where does the business want to go, how will the business get there, and how will we know when it has arrived. What term is assigned to this business introspection?

A. Planning

B. Mission building

C. Strategic planning

D. Vision

**Answer(s): C**

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**14.** What plan captures and projects how human resources will contribute to achieving the organization's strategic plan?

A. Human capital management plan

B. HR Staffing Plan

C. Resource Development Plan

D. Change management plan

**Answer(s): A**

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**15.** An HR audit is designed to help management do what?

A. Improve employee morale.

B. Analyze HR policies, programs, and procedures against applicable legal requirements.

C. Improve HR effectiveness.

D. All of the above.

**Answer(s): D**

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**16.** What term is best described as examining the entire organization to simplify or eliminate unnecessary processes with the goal of increasing customer satisfaction through improvements in efficiency?

A. Reengineering

B. Corporate restructuring

C. Workforce reduction

D. Mergers and acquisitions

**Answer(s): A**

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**17.** You need to participate in enterprise risk management and complete an HR-audit. Which of the following is the best definition of an HR-audit in regard to risk management?

A. Identify the total number of employees in the organization

B. Identify the competency of employees in each areas of the organization

C. Identify the total number of employees by years of employment in the organization and verify their experience, education, and skills

D. Identify the HR areas that may be out of compliance with legal requirements

**Answer(s): D**

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**18.** As an HR Professional, you must be familiar with many laws and the process of how laws come into existence. One type of law is an administrative law. Which of the following is NOT an example of an administrative law?

A. Agency rules and regulations

B. Executive orders

C. Agency orders

D. Corporate governance

**Answer(s):** D

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**19.** John is the Senior HR Professional for his organization and he's reviewing his company's code of conduct. Which of the following statements best describes a code of conduct?

A. A code of conduct is a statement of behaviors that the organization expects from its employees.

B. A code of conduct is a statement of ideal standards that the organization is committed to uphold in its business practices.

C. A code of conduct is a statement of ideal standards that the shareholders are expected to uphold in its business practices.

D. A code of conduct is a statement of behaviors that the employees expect from its management.

**Answer(s):** A

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**20.** As a Senior HR Professional, you may have to work with the board of directors on some organizational issues and goals. How does the board of directors come into existence?



A. The founder of the organization chooses the members of the board.

B. The members of the board are hired just like all employees.

C. The shareholders of the company elect the board of directors.

D. Regulations, laws, and policies determine who is eligible to serve on the board of directors.

**Answer(s): C**

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