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PHR
Professional in Human Resources



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Question: 1

Which of the following OSHA forms is the Injury and Illness Incident Report?

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

Answer: A

Explanation:

OSHA Form 301 is the Injury and Illness Incident Report. OSHA Form 300 is the Log of Work-Related Injuries and Illnesses. OSHA Form 300A is the Summary of Work-Related Injuries and Illnesses. OSHA Form 301A does not exist.

Question: 2

Fernando shows up for work on Monday morning, but the office has been overstaffed, so his boss sends him home almost immediately. What type of compensation is owed to Fernando?

- A. On-call pay
- B. Call-back pay
- C. Reporting pay
- D. Shift pay

Answer: C

Explanation:

Fernando is owed reporting pay. He has been asked to come in at a certain time, so he should not be penalized or uncompensated simply because the boss has made an error. Typically, reporting pay is less than a full day's wage. On-call pay is given to employees who may be called in to deal with an emergency at any time. Not all employees who are on call are paid for it. Employees who are forced to return to work either before or after their allotted time may be eligible for call-back pay. Shift pay, finally, is the compensation associated with the employee's normal work schedule.

Question: 3

When Jared takes over a supervisory position in the marketing department, he tries to set a good example for his subordinates. He recognizes that there are already strong creative partnerships within

the department, so he tries to foster even more cooperation. What style of leadership is Jared practicing?

- A. Authoritarian leadership
- B. Coaching
- C. Democratic leadership
- D. Transformational leadership

Answer: D

Explanation:

Jared is practicing transformational leadership. A transformational leader capitalizes on the good relationships in the group and acts more as a model than a guide. Transformational leaders create an environment in which employees can improve themselves. Authoritarian leadership practices a rigid top-down approach to management. Coaching helps to develop the employee in both professional and personal goals. Democratic leadership seeks to make the voice of the team heard and equally impactful in the final decisions.

Question: 4

Which of the following retention strategies would be most effective for a human resources professional to leverage in an effort to reduce the turnover rates of valuable seasoned employees?

- A. Internal mobility
- B. Job description review
- C. Streamlined onboarding
- D. Remote work

Answer: A

Explanation:

Streamlined onboarding is a valuable retention tool for newly hired employees who are just being introduced to the organization. Remote work may be a valuable perk or working condition for some employees, but it is not a one-size-fits-all strategy nor is it feasible for all positions or organizations. Job description reviews can be useful during job analysis processes, but if an employee has taken on responsibilities and grown in their role to the point of a job description review, leveraging internal mobility is a more impactful way to recognize the value the employee brings to the organization. Recognition for value added and a job well done in the form of a promotion or other career enhancement encourages employees to stay and continue to grow within the organization.

Question: 5

Following a particularly harsh hurricane season, a large company is assembling a team to create business continuity plans in the event that their organization would need to respond to and survive future severe storms. Which of the following tasks would MOST likely be led by the human resources team?

- A. Coordinate with suppliers and community partners to ensure resource access.
- B. Flex employee schedules for personal and organizational preparations.
- C. Secure employee computer systems data and access.
- D. Establish and update employee emergency contacts and family information.

Answer: D

Explanation:

Human resources professionals will have their hands in many tasks during both short- and long-term emergency preparations. Keeping up-to-date emergency contact data for every employee is an essential task for human resources professionals in the event that the emergency weather event is severe and displaces or harms company employees. While direct managers may have access to this data as well, the human resources team is responsible for company-wide accountability in the event that the storm causes extreme damage or communications disruption. Coordinating with suppliers for resource access will more likely be led by operations teams. Human resources may advise in flexing employee schedules leading up to the storm, but it is the operations managers who will lead this action due to their institutional knowledge of the day-to-day operations. Human resources may advise in securing employee data and the systems that support that data, but it will be the IT department that leads the digital preparations due to their expertise.

Question: 6

What are the four Ps of marketing?

- A. Product, price, payment, persistence
- B. Preview, position, price, persuasion
- C. Product, price, place, promotion
- D. Promotion, place, position, (market) penetration

Answer: C

Explanation:

The four Ps of marketing are product, price, place, and promotion. Product refers to the characteristics, appearance, and specifications of the item or service being sold. Price refers to the art of maximizing profits by establishing the right cost for the product. Placement refers to the venues in which the product or service will be sold. Finally, promotion refers to the set of advertising and public relations activities designed to stimulate sale of the product.

Question: 7

All of the following would be legally considered unfair labor practices for an employer EXCEPT:

- A. Entering into positional bargaining with the employee union Correct
- B. Entering into a hot cargo agreement with the employee union
- C. Taking disciplinary action against those who participate in unions
- D. Declining to enter into a bargain with the employee union

Answer: A

Explanation:

Positional bargaining is one among many bargaining options for employers, and entering into positional bargaining is not considered to be an unfair labor practice. However, entering into a hot cargo agreement with the union, taking disciplinary actions against those who participate in unions, and declining to enter into a bargain with the employee union may be considered unfair labor practices for employers.

Question: 8

Which of the following is NOT considered one of the criteria under which the NLRB recognizes a successor employer, or a new employer, who has taken over a company?

- A. Indicating a significant continuity in standard business activities
- B. Establishing a clear agreement with the previous employer
- C. Demonstrating a clear parallel in the products and procedures of the company
- D. Assimilating all employees under the previous employer into the company Correct

Answer: D

Explanation:

Among the criteria under which the NLRB recognizes a successor employer, or a new employer who has taken over a company, are the following: indicating a significant continuity in standard business activities, establishing a clear agreement with the previous employer, and demonstrating a clear parallel in the products and procedures of the company. The NLRB also recognizes a successor employer as one who assimilates a reasonable number of employees from under the previous employer, but the successor employer is not necessarily expected to assimilate all employees.

Question: 9

In the view of the Office of Federal Contract Compliance Programs, what is the best source for data related to employee race and ethnicity?

- A. Self-reporting Correct
- B. Census forms
- C. Birth certificates
- D. Employer judgment

Answer: A

Explanation:

The Office of Federal Contract Compliance Programs prefers that data related to employee race and ethnicity be generated by self-reporting. In other words, it is best if employees indicate their own race

or ethnicity, as often happens during the hiring process. Self-reported data is more accurate and is less likely to be influenced by a desire to demonstrate diversity.

Question: 10

For human resources departments, what is the first step in enterprise risk management?

- A. Audit Correct
- B. Insurance
- C. Forecasting
- D. Employee interviews

Answer: A

Explanation:

For human resources departments, the first step in enterprise risk management is an audit. Enterprise risk management is a systematic assessment of the potential dangers to an organization, as well as the creation of a strategy to mitigate these dangers. A human resources audit looks for areas in which the business is at risk, whether because of suboptimal working conditions or noncompliance with regulations. Employee interviews may be a part of the audit. The purchase of insurance may be one consequence of an audit. Forecasting may only occur after the completion of an audit.

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