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*SPHRi*

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# Latest Version: 6.0

## Question: 1

Which of the following laws sets minimum wage and overtime pay requirements?

Response:

- A. Americans with Disabilities Act (ADA)
- B. Family and Medical Leave Act (FMLA)
- C. Occupational Safety and Health Act (OSHA)
- D. Fair Labor Standards Act (FLSA)

**Answer: D**

## Question: 2

Which of the following is a characteristic of effective HR service delivery through a ticketing system?

Response:

- A. In-person HR consultations
- B. Manual and paper-based HR processes
- C. Automated tracking and resolution of HR inquiries
- D. Restrictive access to HR resources for employees

**Answer: C**

## Question: 3

Which of the following is an example of an HR metric related to diversity and inclusion?

Response:

- A. Absenteeism rate
- B. Turnover rate
- C. Cost per hire
- D. Diversity index

**Answer: D**

## Question: 4

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Which of the following is an example of a predictive analytics analysis in HR?  
Response:

- A. Assessing employee performance based on historical data
- B. Using data to predict future employee turnover rates
- C. Determining compensation levels based on job requirements
- D. Ignoring the use of data to inform HR decision-making

**Answer: B**

### Question: 5

Which of the following is a characteristic of effective HR data governance?  
Response:

- A. Ensuring data accuracy and integrity
- B. Allowing unrestricted access to HR data
- C. Ignoring data privacy and confidentiality
- D. Relying solely on subjective opinions

**Answer: A**

### Question: 6

Which leadership style focuses on building trust, empowering others, and enabling personal growth?  
Response:

- A. Transactional leadership
- B. Authoritarian leadership
- C. Transformational leadership
- D. Laissez-faire leadership

**Answer: C**

### Question: 7

Which HR function is responsible for designing and implementing training programs?  
Response:

- A. Recruitment and selection
- B. Training and development

- C. Compensation and benefits
- D. Performance management

**Answer: B**

### Question: 8

Which HR function is responsible for managing employee relations and resolving conflicts in the workplace?

Response:

- A. Employee relations
- B. Training and development
- C. Compensation and benefits
- D. Recruitment and selection

**Answer: A**

### Question: 9

Which of the following is a characteristic of a service center in HR service delivery?

Response:

- A. Decentralized and scattered HR functions
- B. Manual and paper-based HR processes
- C. Single point of contact for HR services and inquiries
- D. Restrictive access to HR resources for employees

**Answer: C**

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