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練習題

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Exam : PHRi

**Title : Professional in Human
Resources - International**

Version : DEMO

1. When conducting an internal investigation, a manager must ensure that:

- A. it is conducted without violating the rights of the suspected individuals
- B. it is completed within 48 hours from the time of the complaint filed
- C. the accused party is not involved in any company meetings and gatherings
- D. the entire team is kept informed on the investigation conducted

Answer: A

Explanation:

Ensuring that investigations respect the rights of individuals involved is critical for legal compliance and ethical practice. HRCI highlights that investigations should be confidential, unbiased, and conducted in a way that protects the dignity and privacy of all parties.

2. An organization with a diverse workforce in age and demographics is working to improve its compensation package.

Which of the following should be considered?

- A. Tuition assistance
- B. Flexible paid time off
- C. Retirement contribution
- D. Childcare reimbursement

Answer: B

Explanation:

A diverse workforce in age and demographics will benefit from flexible paid time off, as it addresses varied personal needs across different life stages. Younger employees may value time off for personal growth, while older employees may require flexibility for health or family reasons. HRCI recommends that organizations tailor benefits packages to reflect workforce diversity, as this approach helps enhance employee satisfaction and retention by accommodating a broad range of needs and preferences.

3. Which of the following is the most important step during the implementation phase of a policy?

- A. Employee training
- B. Legal requirements
- C. Buy-in from shareholders
- D. Technology infrastructure

Answer: A

Explanation:

Employee training is crucial during policy implementation to ensure that all employees understand the new policy and can comply with it. HRCI advises that training helps to minimize misunderstandings and promotes adherence, especially with complex or compliance-related policies.

4. Which of the following are benefits of end-user participation when adopting a new human resource information system (HRIS)? (Select TWO options)

- A. Reduced number of training sessions
- B. Increased level of system acceptance
- C. Guaranteed positive feedback
- D. Effective budget utilization
- E. Accurate user requirements

Answer: B, E

Explanation:

End-user participation enhances system acceptance by addressing actual user needs, and it ensures accurate requirements are gathered for development. HRCI supports involving end-users to improve system usability and acceptance, ultimately enhancing HRIS success.

5. Organizing tasks, duties, responsibilities, and other elements into a productive unit of work is known as job:

- A. specifications
- B. design
- C. enrichment
- D. enlargement

Answer: B

Explanation:

Job design involves structuring tasks, responsibilities, and other elements to create a coherent and efficient unit of work. According to HRCI, job design is crucial for improving productivity, job satisfaction, and alignment with organizational goals by tailoring roles to meet operational needs.