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Exam : **PHR**

Title : Professional in Human
Resources

Vendor : HRCI

Version : DEMO

NO.1 An organization offers severance packages to a number of employees at the same location. One gender group receives more favorable benefits than the other. Which course of action is most appropriate?

- A. Compare the severance packages to determine disparate impact
- B. Include a confidentiality clause prohibiting recipients from sharing information
- C. Require the same benefit level be offered to each employee regardless of tenure or position
- D. No action needs to be taken as severance packages can legally have different terms and conditions

Answer: A

Explanation:

Offering different severance benefits based on protected categories (like gender) could create a disparate impact claim. The organization should analyze and compare the severance offerings to ensure they do not unintentionally discriminate.

Official Extract:

"Employers must evaluate severance programs for potential disparate impact on protected groups and correct inequities to avoid discrimination claims." (Source: HRCI PHR Content Outline 2024-2025, Employee and Labor Relations Section, Compliance and Fair Employment Practices)

NO.2 What type of analytics is used to assess the relationship between people data and business outcomes?

- A. Business
- B. Quality
- C. Workforce
- D. Talent

Answer: C

Explanation:

Workforce analytics examines people data - such as turnover, engagement, productivity - and links it directly to business outcomes like profitability, customer satisfaction, and operational efficiency.

Official Extract:

"Workforce analytics use HR and organizational data to identify patterns and correlations between human capital and business performance outcomes." (Source: HRCI PHR Content Outline 2024-2025, Business Management Section, Workforce Analytics and HR Metrics)

NO.3 After rounds of team interviews of finalist candidates, one of the raters consistently recommends the last candidate in each round to continue through the process. What type of bias does this represent?

- A. Halo effect
- B. Recency effect
- C. Contrast error
- D. Bias error

Answer: B

Explanation:

The recency effect occurs when evaluators place too much emphasis on the most recent information they received - in this case, the last candidate interviewed - rather than evaluating all candidate

s equally.

Official Extract:

"The recency effect is a type of interview bias where the most recently reviewed candidates or events are disproportionately weighted in evaluation decisions." (Source: HRCI PHR Content Outline 2024-2025, Talent Planning and Acquisition Section, Interview and Selection Bias)

NO.4 The most important consideration when gathering demographic data as part of an employee survey is to avoid questions:

- A. That allow for multiple responses
- B. Related to race, sex, or age
- C. That employees feel may identify them
- D. About years of service with the organization

Answer: C

Explanation:

The key concern when collecting demographic data is maintaining employee anonymity. Avoiding questions that make employees feel identifiable increases participation rates and ensures honest feedback.

Official Extract:

"Surveys must protect respondent confidentiality to ensure authentic responses and avoid perceived or actual risk of identification." (Source: HRCI PHR Content Outline 2024-2025, Talent Planning and Acquisition Section, Employee Surveys and Data Collection)

NO.5 During a meal break, an employee posts on social media that they were denied the presence of a union representative at a disciplinary meeting following an accident. As a result, the employee was terminated. This is a violation of the:

- A. Whistleblower Protection Act.
- B. Occupational Safety and Health Act/Administration (OSHA).
- C. National Labor Relations Act (NLRA).
- D. Fair Labor Standards Act (FLSA).

Answer: C

Explanation:

The National Labor Relations Act (NLRA) protects an employee's right to engage in concerted activity, including complaining about labor rights violations and union representation issues, even on social media.

Terminating an employee for asserting Weingarten rights can be a direct violation.

Official Extract:

"The NLRA protects employees' rights to discuss terms and conditions of employment and to assert union representation rights without fear of retaliation." (Source: HRCI PHR Content Outline 2024-2025, Employee and Labor Relations Section, Labor Law Compliance)

NO.6 Which of the following are best practices to maintain human resource information system (HRIS) security?

(Select TWO options.)

- A. Badge access
- B. Decrypted data

- C. Unrestricted access
- D. Password complexity
- E. Multi-factor authentication

Answer: D E

Explanation:

Password complexity ensures strong passwords that are harder to guess or hack. Multi-factor authentication adds a second layer of security, verifying user identity beyond just passwords - both are best practices for HRIS protection.

Official Extract:

"Best practices for HRIS security include enforcing strong password policies, implementing multi-factor authentication, and limiting access to authorized users only." (Source: HRCI PHR Content Outline 2024-2025, Business Management Section, Data Privacy and Security)

NO.7 A manager overhears two employees discussing the possibility that one of them has a genetic disease. The manager:

- A. Violated the Genetic Information Nondiscrimination Act (GINA) by listening to the conversation.
- B. Did not violate any laws since the conversation was overheard unintentionally.
- C. Should report the conversation as a violation of GINA.
- D. Should document discovery of the information for the employee's medical file.

Answer: B

Explanation:

Unintentional overhearing of genetic information is not a violation of GINA if the manager did not actively solicit the information. However, employers must avoid further use or recording of the overheard data.

Official Extract:

"The inadvertent acquisition of genetic information, such as overhearing a conversation, does not violate GINA. However, the information must not be used or recorded." (Source: HRCI PHR Content Outline 2024-2025, Employee and Labor Relations Section, Genetic Information Compliance)

NO.8 When developing an employee opinion survey, it is important to include a neutral rating for survey items in order to:

- A. Isolate polarized results when developing follow-up actions
- B. Make favorable and unfavorable ratings more attractive
- C. Accommodate an employee's lack of exposure with the item
- D. Reduce indecisiveness on behalf of the workforce respondents

Answer: C

Explanation:

Including a neutral option allows respondents to honestly indicate when they have no experience or opinion about a survey item, improving the accuracy of survey data.

Official Extract:

"Effective survey design includes neutral or 'no opinion' options to allow respondents without direct experience to avoid skewing results." (Source: HRCI PHR Content Outline 2024-2025, Learning and Development Section, Survey Development and Feedback Mechanisms)

NO.9 After receiving a large order, the shipping supervisor of a unionized manufacturing plant

informs the crew that an overtime shift will be scheduled for the following Saturday. Three of the employees strongly object but do not provide acceptable excuses for not working the extra shift. On Saturday, none of the three employees report to work and the supervisor is forced to call out replacement employees from other departments. On the following Monday, as part of an investigation to determine if disciplinary action is called for, the supervisor instructs each of the employees to report alone to the office immediately after their shifts.

The supervisor's intention is to question them about their failure to report for the overtime shift as required.

The supervisor would be engaging in what could be deemed an unfair labor practice by failing to:

- A.** Notify the employees' union representative that the interviews were being conducted.
- B.** Inform each employee, prior to beginning the interview, of the nature of the alleged infraction and the subject matter of the interview.
- C.** Conduct the interview during the employee's straight-time shift.
- D.** Provide the employee the opportunity to have a union representative present during the interview.

Answer: D

Explanation:

Under the National Labor Relations Act (NLRA), unionized employees have the right to request union representation (Weingarten Rights) during investigatory interviews that could lead to discipline.

Official Extract:

"Employees represented by a union have the right to request union representation during interviews that may result in disciplinary action (Weingarten Rights)." (Source: HRCI PHR Content Outline 2024-2025, Employee and Labor Relations Section, Labor Relations and Union Rights)

NO.10 What is the primary cause for a failing mentorship program?

- A.** Complicated design
- B.** Cost of administration
- C.** Lack of sustainability and scalability

Answer: C

Explanation:

Lack of sustainability and scalability is often the biggest reason mentorship programs fail. Without clear processes for growth and long-term maintenance, even good programs lose momentum and impact.

Official Extract:

"Sustainability and scalability are key to long-term success of mentoring programs, ensuring they evolve with organizational needs and maintain effectiveness." (Source: HRCI PHR Content Outline 2024-2025, Learning and Development Section, Mentorship Programs Best Practices)

NO.11 In an employer emergency action plan, required items include procedures:

- A.** To account for all employees after evacuation.
- B.** For installing and maintaining safety equipment.
- C.** To dispose of used Personal Protective Equipment (PPE).
- D.** For compensating nonexempt workers during emergencies.

Answer: A

Explanation:

According to OSHA standards and emergency preparedness guidelines, organizations must have clear procedures to account for all employees after evacuation during emergencies to ensure everyone's safety.

Official Extract:

"Emergency action plans must include procedures for accounting for all employees after evacuation to ensure no one is left behind or unaccounted for." (Source: HRCI PHR Content Outline 2024-2025, Business Management Section, Risk Management and Emergency Preparedness)

NO.12 Which of the following is the most common way the security of personnel files is breached?

- A.** Cleaning staff recover data from the trash.
- B.** HRIS employees access online records.
- C.** Disgruntled HR staff take records home with them.
- D.** Employees look at paper files left on a desk.

Answer: D

Explanation:

Leaving confidential employee information unsecured - such as paper files left on desks - is the most common breach of personnel file security. Even innocent access by unauthorized employees can lead to privacy violations under HIPAA and confidentiality policies.

Official Extract:

"Physical security protocols must be enforced to protect paper-based employee records. Common breaches occur when documents are left unattended in open office spaces, resulting in unauthorized viewing." (Source: HRCI PHR Content Outline 2024-2025, Business Management Section, Data Privacy and Security)