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Question: 1

What can an employer legally do when a union approaches employees about forming a bargaining unit?

A. Promise a pay increase
B. Ask employees how they will vote
C. Tell employees the cost of union dues
D. Speak with employees at their homes

Answer: C

Explanation:
According to the National Labor Relations Act (NLRA) and best practices in union-related employee relations, employers may share factual information such as the cost of union dues, but cannot threaten, interrogate, promise benefits, or spy on employees (the "TIPS" rule). Option C is legal because it is a fact-based communication. The other options involve coercive or invasive actions. This aligns with SPHR knowledge under Employee and Labor Relations in the Employee Relations and Engagement domain.

Question: 2

The primary reason that organizations outsource training initiatives is that:

A. Managers believe that external trainers are more credible
B. External trainers can provide improved subject-matter expertise
C. Employees are provided with external networking opportunities
D. Feedback on external trainers is more objective

Answer: B

Explanation:
Organizations often outsource training to gain access to specialized expertise that is not available in-house. External vendors bring current knowledge, certifications, and industry-specific training models, which are crucial in strategic learning and talent development. This matches the SPHR Learning and Development domain under Organizational Learning and Development Strategies.

Question: 3

Which of the following is most likely to be increased by improving organizational health?

A. Organizational culture
B. Manager tenure
C. Employee performance
D. Organizational productivity

Answer: D

Explanation:
"Organizational health" refers to an organization's ability to align around a clear vision, execute effectively, and renew itself. It directly impacts productivity and long-term performance. While employee performance improves, the broader impact is seen in organizational productivity, a key measure in strategic planning. This connects with the Leadership and Strategy domain focusing on organizational effectiveness.

Question: 4

Customized target market competition, cafeteria reward systems and performance management are major considerations in re-engineering:

A. Recruitment strategies
B. Succession plans
C. HR audit procedures
D. Compensation systems

Answer: D

Explanation:
These elements are directly tied to compensation and benefits design—especially when focusing on cafeteria plans, market-based pay, and performance-based incentives. The SPHR Total Rewards domain highlights reengineering compensation systems to reflect strategic objectives and market competitiveness.

Question: 5

Which of the following reward strategies improve employee retention? (Select TWO options)

A. Linking rewards to performance
B. Designing fair reward allocation systems
C. Making rewards meaningful and unique
D. Ensuring clear communication of rewards to employees
E. Providing reward programs to enhance work-life balance

Answer: B, E

Explanation:
Retention strategies must address both fairness (perceived and actual) and employee lifestyle needs. Designing equitable reward systems (B) supports internal equity and trust, while enhancing work-life balance through targeted programs (E) addresses holistic employee well-being. These are core recommendations under the Total Rewards domain of the SPHR framework.

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