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**Exam : SHRM-SCP**

**Title :** SHRM Certified Professional

**Version :** DEMO

1.An organization will improve its ability to focus on critical business results by:
A. Outsourcing non- core functions
B. Improving the organization's Employer Value Proposition
C. Implementing a flat structure and a comprehensive compensation philosophy
D. Focus strategic implementation on staff functions
**Answer:** A
**Explanation:**
An organization will increase its ability to focus on critical business results by outsourcing non- core functions. NOTE: A line function is one that directly advances an organization in its core work. This includes production and sales. A staff function supports the organization with specialized advisory and support functions. For example, human resources, accounting, public relations and the legal department are considered to be staff functions.

2.Which is the most significant reason that the information technology department is seen as a strategic partner in an organization?
A. Organizations need accurate reports on which to base decisions
B. Technology contractors execute the organization's business.
C. Information technology provides a competitive advantage for an employer.
D. The department trains other employees and contractors on advanced analytical skills
**Answer:** C
**Explanation:**
Information technology fosters innovation in business which results in smarter applications, improved data storage, faster processing, and wider information distribution. Information technology departments have also become more strategic because of cyber-security (think of hacking, data breaches). Competitive advantage is the attribute that allows an organization to outperform its competitors. These attributes allow the productive entity to generate more sales or superior margins compared to its market rivals. Good To Know: Michael Porter identified generic strategies "Cost Leadership" (no frills), "Differentiation" (creating uniquely desirable products and services) and "Focus" (offering a specialized service in a niche market). He then subdivided the Focus strategy into two parts: "Cost Focus" and "Differentiation Focus."

3.A new Director has arrived to manage an HR department that became dysfunctional under the previous director.
What should the new Director do first?
A. Meet individually with all employees and clarify her expectations for their performance and interactions.
B. Assemble the entire department and describe the engagement levels that are required for a functional department.
C. Talk to members of the department separately to understand the needs of the department.
D. Detail internal customer service metrics and measures to be met by the teams.
**Answer:** C
**Explanation:**
The first step is often a needs analysis (what is needed?) while the most important step is often obtaining senior management's approval. Since the HR director is new to the department, she needs to first learn

about the employees' needs individually, and as a group. She can then provide the type of leadership the group needs. It is important to begin with a needs assessment – what is and what should be, determine the gap between current realities, and desired results before proffering a solution.

4.In a medium-sized organization, HR is responsible for orientation program for all new hires. Surveys indicate that employees that have gone through the orientation program felt as though the program did not help them prepare for their new position and it was poorly presented.
Which best describes how HR should attempt to ensure that the orientation program is useful to employees?
A. Compare the performance of candidates who attended the program to that of candidates who did not attend the program
B. Employ trained onboarding specialists to ensure the orientation results in highly skilled, experienced employees
C. Replace the current program with another that has been developed through the ADDIE process.
D. Conduct pilot programs to gather feedback that will be used to revise the orientation program before officially launching the program.
**Answer:** D
**Explanation:**
The best option is to conduct pilot programs before the official launch of the orientation. A pilot test or pilot program is a small-scale short-term effort where the training is introduced to a small group to provide data about its feasibility before it is implemented on a large scale.
Running a pilot program lets HR test the training on a small scale to determine if it will be a viable option for the company; to verify whether the content and design of the program adequately meets objectives, and to identify if there are better ways for the instructor to present the information. A pilot can also provide data about the real-world impact of a training, and is used to revise and improve the learning product before it is rolled out to the entire workforce.

5.An organization with multiple subsidiaries has decided to engage in a robust divestiture exercise by selling off poor-performing subsidiaries.
What information should the HR leader provide to leadership in this phase?
A. Employee count for the subsidiaries inclusive of current roles and remuneration
B. The feasibility study of the organizational structure and workforce planning of each subsidiary
C. A comparison of the turnover data for the subsidiaries as compared to the organization
D. Recommendations for potential buyers based on HR expertise in the industry
**Answer:** A
**Explanation:**
The human resources and economic value of the workforce that has been selected for divestiture is useful information that HR can provide as the organization is considering target buyers. A total head count along with the current compensation of each employee will be needed.