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Latest Certification Exam Questions & Braindumps - Prep4Away

**Exam** : **SHRM-CP-KR**

**Title** : Society for Human  
Resource Management  
Certified Professional  
(SHRM-CP Korean Version)

**Vendor** : SHRM

**Version** : DEMO

**QUESTION NO: 1**

다음 중 민간 부문 조직의 국가 LWDI 평균에 가장 가까운 것은 무엇입니까?

- A. 250
- B. 25
- C. 2.5
- D. 0.25

**Answer: C**

Explanation: The national lost work day index (LWDI) average for private sector organizations is approximately 2.5. This means that there are about 2.5 lost work days per day for every hundred employees. This figure is calculated by the Occupational Health and Safety Administration. LWDI is calculated by dividing the number of workdays missed because of personal injury for each hundred employees, dividing by the total number of employees, and then multiplying by a hundred.

**QUESTION NO: 2**

다음 유형의 직원 평가 시스템 중 일반적으로 종형 곡선을 따라 직원을 평가하는 결과는 무엇입니까?

- A. 대응 비교
- B. 강제 배포
- C. 랭킹
- D. 공칭 척도

**Answer: B**

Explanation: A forced distribution usually results in rating employees along a bell curve. In a paired comparison, each employee's performance viewed in the context of another employee's performance. A ranking system is usually better for a smaller group of employees but can be difficult to organize with a larger group. A nominal scale is not recognized as a type of employee rating system.

**QUESTION NO: 3**

FMLA 규칙에 관한 인적 자원 전문가의 역할에는 다음을 제외한 모든 것이 포함됩니다.

- A. FMLA 요구 사항 및 변경 사항 숙지
- B. 경영진에게 FMLA 규칙에 대한 교육
- C. 회사를 위한 FMLA 문서화 정책 개발
- D. 직원들 사이에 동시 FMLA 휴가를 피하기 위해 노력

**Answer: D**

Explanation: The human resources professional is not expected to avoid simultaneous leave within the company. This may be inevitable, and the company cannot block employees from taking approved FMLA leave. The human resources professional is, however, expected to be familiar with FMLA requirements and changes, to educate management about FMLA rules, and to develop an FMLA documentation policy for the company.

**QUESTION NO: 4**

고용주는 다음 요구 사항에 따라 직원 이메일을 확인하고 검토할 법적으로 허용됩니까?

- A. 임박한 검토에 대해 법무 부서에서 즉시 통지

- B. 직원의 잘못을 암시하는 증거
- C. 직원에게 이메일 검색 가능성을 알리는 서면 정책
- D. 알림이 필요하지 않으므로 고용주는 언제든지 직원 이메일을 확인하고 검토할 수 있습니다.
- E. 고용주는 직원의 허가 없이 직원 이메일을 확인하거나 검토할 수 없습니다.

**Answer: C**

Explanation: Employers are legally allowed to check and review employee email as long as they provide a written policy informing employees of the potential for email searches. Without this written policy, employers could legally file concerns about invasion of employee privacy. Answer choice A is incorrect because immediate notification from the legal department of impending review would not be sufficient. Answer choice B is incorrect because evidence of employee wrongdoing is too late for an employer to implement a search policy. Answer choice D is incorrect because notification is required. Although employers technically own the emails that employees send and receive, they are not advised to search emails without a written search policy. Answer choice E is incorrect because employers are allowed to check and review employee emails.

#### QUESTION NO: 5

Scanlon Plan은 a(n)의 예입니다.

- A. 개별 인센티브.
- B. 판매 보너스.
- C. 그룹 인센티브.
- D. 우리사주 제도.

**Answer: C**

Explanation: A Scanlon Plan is an example of a group incentive. When a business implements a Scanlon Plan, employees are given a share of whatever savings they can create for the company. In order for a Scanlon Plan to work, employees must have access to the company's financial data. This is considered a group incentive because it depends on the performance of the company as a whole and because the reward is given to each employee in the same measure.

#### QUESTION NO: 6

Alderfer의 동기 이론에서 ERG는 무엇을 의미합니까?

- A. 에너지, 관련성 및 성장
- B. 존재, 책임, 성장
- C. 에너지, 책임 및 성장
- D. 존재, 관계, 성장

**Answer: D**

Explanation: In Alderfer's theory of motivation, the letters ERG stand for existence, relatedness, and growth. Like Maslow, Alderfer asserted that basic needs must be met before a person can attend to more sophisticated desires. Whereas Maslow defined the hierarchy of needs, in ascending levels of importance, as physiological, safety, love, status, and esteem, Alderfer reduced it to three. The first, existence, refers to all the activities aimed at maintaining life. The second, relatedness, refers to the need for connection with other

people. The third, growth, is the innate human desire for personal evolution.

**QUESTION NO: 7**

다음 중 전사적 위험 관리(ERM)의 단계를 나타내지 않는 것은 무엇입니까?

- A. 위험 식별
- B. 위험에 책임이 있는 사람 식별
- C. 위험 완화 옵션 식별
- D. 위험 처리에 대한 결정을 내립니다.
- E. 위험 감소

**Answer: B**

Explanation: The steps for Enterprise Risk Management are focused primarily on identifying risk and pursuing means of managing and reducing risk. As a result, this includes answer choices A, C, D, and

E: The steps of Enterprise Risk Management do not, however, include identifying the employees who are responsible for the risk. This might be part of the larger process of understanding risk, but it does not fall under the primary steps of Enterprise Risk Management. Answer choice B is, therefore, correct.

**QUESTION NO: 8**

한 회사가 다른 회사를 인수할 때 인수 회사의 인사 부서에서 첫 번째 단계는 무엇입니까?

- A. 두 조직의 인력에 대한 설문조사
- B. 중복 위치 제거
- C. 단체 교섭 계약 검토
- D. OSHA 준수 보장

**Answer: A**

Explanation: When one company acquires another, the first step for the acquiring company's human resources department is a survey of the workforce in both organizations. The goal is to identify redundant or conflicting positions. It may be that some of the employees in the acquired organization will need to be let go. Human resources departments will need to review the acquired organization's collective bargaining agreements and ensure compliance with OSHA regulations, but these activities should be performed subsequent to the workforce survey.

**QUESTION NO: 9**

잠재적인 보복 조치가 직원에 대해 고용주로부터 발생한 경우 일반적으로 OSHA의 첫 번째 목표는 무엇입니까?

- A. 직원이 완전한 복리후생과 체불 급여로 복직시키십시오.
- B. 불법 보복에 대해 고용주를 형사 고발합니다.
- C. 고용주와 직원 간의 화해 시도
- D. 업무 복귀를 요구하지 않고 계속 급여를 요구하여 직원을 보호합니다.

**Answer: C**

Explanation: OSHA's first goal is to attempt a reconciliation between the employee and his employer. If there is a possibility of avoiding legal action, it should be taken to avoid weighing down the legal system. (Thus answer choice B is not correct.) In the process of this

reconciliation, OSHA might also work to have the employee reinstated with full benefits and back pay, but this would reflect the individual situation and is part of the larger reconciliation process instead of the primary goal. OSHA could step in to protect the employee by requiring continued pay without requiring a return to work, but again this would reflect an individual situation and would not necessarily be the primary goal.

**QUESTION NO: 10**

Jocelyn은 자동차 수리점의 정비공으로 공석에 지원한 지원자를 인터뷰할 책임이 있습니다. 그녀는 다양한 후보자를 만나 인터뷰를 하면서 이 인터뷰에서 만나는 잠재적인 직원이 마음에 들지 않습니다. 그러나 후보자 중 한 명은 강인한 체격의 젊은 여성으로 거친 태도를 보입니다. 이 여성의 제한된 이력서와 경험에도 불구하고 Jocelyn은 그녀의 외모가 자동차 수리점에 필요한 이미지에 적합하기 때문에 이 특정 후보자가 최고의 직원 선택이라고 결정합니다. 여기에서 Jocelyn은 다음 인터뷰 편향 중 어떤 것을 보여주고 있습니까?

- A. 고정관념
- B. 유사체
- C. 최신
- D. 첫인상
- E. 직감

**Answer: A**

Explanation: In this case, Jocelyn is allowing a stereotyping bias (how she perceives a female mechanic) to guide her decision about which candidate will be best for the position in the auto repair shop. Answer choice B is incorrect because a similtartome bias occurs when the interviewer is influenced by similar interests or a similar background in the candidate. Answer choice C is incorrect because a recency bias occurs when the interviewer compares a candidate to the previously interviewed candidate. Answer choice D is incorrect because a first impression bias happens when an immediate impression of a candidate determines a decision. And answer choice E is incorrect because a gut feeling bias relies on a preference or intuition to make a decision about a candidate.

**QUESTION NO: 11**

다음 중 교육 분석의 단계가 아닌 것은 무엇입니까?

- A. 교육의 명확한 목표를 설정합니다.
- B. 잠재적 문제에 대한 데이터 수집 및 검토
- C. 조직의 목표와 결과에서 부족한 부분을 분석합니다.
- D. 새롭고 보다 효과적인 교육 자료 개발
- E. 조직의 가용 예산 및 시간과 관련하여 옵션을 고려하십시오.

**Answer: D**

Explanation: The development of new and more effective training material might be an end result of training analysis, but it is not necessarily one of the primary steps within the process. Answer choices A, B, C, and E, however, all reflect specific steps within the process of analyzing training and are thus incorrect.

**QUESTION NO: 12**

다음 중 기업이 출신 국가를 이유로 직원을 차별하는 것을 불법으로 규정한 법안은 무엇입니까?

- A. SarbanesOxley 법
- B. 재활법
- C. 타이틀 VII
- D. HIPAA

**Answer: C**

Explanation: Title VII of the Civil Rights Act of 1964 made it illegal for a business to discriminate against an employee due to his national origin. The SarbanesOxley Act was intended to improve accounting practices within public companies. The Rehabilitation Act penalized businesses for discriminating against employees who have a disability. HIPAA, the Health Insurance Portability and Accountability Act of 1996, in part, protects workers against losing their health coverage immediately if they lose their jobs.

**QUESTION NO: 13**

어떤 유형의 의료 보험 플랜이 고용주와 직접 계약을 체결합니까?

- A. 건강 유지 조직
- B. 의사 병원 조직
- C. 선호하는 제공자 조직
- D. feeforservice 플랜

**Answer: B**

Explanation: A physician hospital organization makes contract arrangements directly with employers. In this system, physicians and hospitals act as a single entity. In a health maintenance organization (HMO), patients are managed by a gatekeeper physician, who refers them to other medical professionals when necessary. In a preferred provider organization, patients work with a designated network of medical professionals. Feeforservice plans allow the patient to shop around for medical services, the costs of which are initially covered by the patient, who is later reimbursed.

**QUESTION NO: 14**

ERG 이론(1969)은 다음 연구자 중 누구에게 기인합니까?

- A. 프레드릭 허츠버그
- B. 클레이튼 얼더퍼
- C. 에이브러햄 매슬로우
- D. 빅터 브룸

**Answer: B**

Explanation: The ERG Theory of 1969, which looks at the levels Existence, Relatedness, and Growth among employees, is attributed to Clayton Alderfer. Fredrick Herzberg is credited with the Motivation/Hygiene Theory of 1959; Victor Vroom is credited with the Expectancy Theory of 1964; Abraham Maslow is credited with the Hierarchy of Needs Theory of 1954.

**QUESTION NO: 15**

한 임원이 Macbeth를 사용하여 야심의 위험과 가능성을 설명하는 프레젠테이션을 개발합니다. 경영진은 이 저작물을 참조할 권리에 대해 비용을 지불해야 합니까?

- A. 아니오, 이 작품은 퍼블릭 도메인입니다.
- B. 아니오, 이것은 공정 사용 원칙에 해당합니다.

- C. 예, 이 저작물은 공개 도메인이 아닙니다.
- D. 예, 이 저작물은 공정 사용 원칙에 해당하지 않습니다.

**Answer: A**

Explanation: The executive does not need to pay for the right to reference this work, because Macbeth is in the public domain. According to the Copyright Act of 1976, original works are protected for seventy years after the death of the author. Obviously, Shakespeare has been deceased for much longer than that, so the executive does not need to pay royalties.

**QUESTION NO: 16**

예정된 성과 평가 전에 고용주가 직원에게 제공해야 하는 사전 통지의 권장 최소 금액은 얼마입니까?

- A. 2일
- B. 3일
- C. 5일
- D. 7일

**Answer: D**

Explanation: Managers are encouraged to give employees about one week advance notice for a scheduled performance evaluation. Five days might be good, but a full week is better and avoids "springing it" on the employee. Giving the employee 2 days or 3 days is far too short.

**QUESTION NO: 17**

어떤 경우에 대법원은 직무 요건이 직무와 분명히 관련이 있어야 한다고 판결했습니까?

- A. 자동차 노동자 대 Johnson Controls(1977)
- B. 그릭스 대 듀크 파워(1971)
- C. Albemarle Paper 대 Moody(1975)
- D. NLRB 대 J. Weingarten, Inc.(1975)

**Answer: B**

Explanation: In Griggs v. Duke Power (1971), the Supreme Court ruled that job requirements must be demonstrably related to the job. This case was the result of a complaint brought by the black employees of a Duke Power, an energy company in North Carolina. The Supreme Court that Title VII forbade Duke Power from using aptitude tests to keep black employees from a faster promotional track. Even though there was no clear reason for black candidates to score lower on the test, the Court declared that any measure that furthered discrimination was prohibited.

**QUESTION NO: 18**

중장비를 제조하는 한 회사에서 최근 노동조합이 만들어졌다. 협상을 시작하기 전에 회사는 노동 조합을 직원의 기본 교섭 조합으로 인정하기로 자유롭게 선택합니다. 한편, 노동조합은 다가오는 노조 선거를 고려해야 합니다. 회사의 결정으로 인해 다음 중 어떤 유형의 조합 선거 금지가 발생합니까?

- A. 우선청원
- B. 인증 연도

- C. 자발적인정
- D. 블로킹차지

**Answer: C**

Explanation: The employer's decision is voluntary, and thus a voluntary recognition election bar will result, preventing the labor union from conducting elections in the immediate future. A priorpetition bar results when the union withdraws an election request petition and then resubmits it. A certificationyear bar results when the NLRB has recently recognized and certified a representative for bargaining on behalf of the union. A blockingcharge bar occurs when an unfair labor practice charge remains pending.

**QUESTION NO: 19**

조직을 위한 확정 기여 계획에는 다음 옵션이 모두 포함됩니다.

- A. 401(k)
- B. 현금 구매 계획
- C. 이익 공유 계획
- D. 현금 잔액 계획
- E. 대상 혜택 플랜

**Answer: D**

Explanation: Cashbalance plans fall under the category of deferred contribution but not under the category of defined contribution. Answer choices A, B, C, and E - 401(k), money purchase plans, profitsharing plans, and target benefit plans - do, however, fall under defined contribution from employers toward employee retirement accounts.

**QUESTION NO: 20**

Grover의 상사는 까다로운 고객을 만나면 유급 휴가를 하루 더 받을 수 있다고 말합니다. 그러나 Grover가 클라이언트를 만난 후 그의 상사는 인센티브를 제공하지 않습니다. 그로버의 상사는 다음과 같은 죄를 지었습니다.

- A. 사기성 허위 진술.
- B. 건설적인 방전.
- C. 약속의 금반언.
- D. 명예훼손.

**Answer: C**

Explanation: Grover's boss is guilty of promissory estoppel. Promissory estoppel is the failure to deliver a promised reward for services rendered. An employer who is found guilty of this may be forced to deliver the reward or equivalent compensation. Fraudulent misrepresentation is similar, but it is restricted to lies or misleading statements that persuade a candidate to join the company. Constructive discharge occurs when the work environment becomes so unpleasant that the employee is forced to quit. Finally, defamation is a statement that intends to diminish another person's reputation, and which is likely to impede his ability to find other employment.

**QUESTION NO: 21**

다음 중 연금 보호법(PPA)의 2006년 통과와 함께 발생한 중요한 변화를 나타내는 것은 무엇입니까?

- A. 연금에 가입할 수 있는 연령 제한이 낮아졌습니다.
- B. 이제 직원은 프로그램 참여를 거부해야 합니다.
- C. 연금 플랜의 일부는 이제 더 높은 소득세가 부과됩니다.
- D. 50세 이상의 직원은 캐치업 기여도를 높일 수 있습니다.

**Answer: B**

Explanation: One of the primary changes that occurred in the 2006 Pension Protection Act (PPA) is that employers may automatically enroll employees in a 401(k) plan and employees have to choose to opt out. The lowered age limit for vesting was reflected in the Retirement Equity Act (REA) of 1984. The higher income tax applied to part of the pension plan was reflected in the Unemployment Compensation Amendments of 1992. The Economic Growth and Tax Relief Reconciliation Act (EGTERRA) of 2001 enabled employees over the age of 50 to increase their catchup contributions.

### QUESTION NO: 22

다음 중 퇴직 계좌에서 얻은 투자로 인한 미지의 혜택에 의존하는 자발적 혜택 계획 유형은 무엇입니까?

- A. 참여 혜택
- B. 비적격 플랜
- C. 현금 잔액
- D. 적격 플랜
- E. 확정기여

**Answer: E**

Explanation: This question describes the defined contribution plan, which utilizes a standard pension plan but without the added benefits defined in advance. Answer choice A is incorrect because participation benefits do not refer to a voluntary benefits program. Answer choice B is incorrect because the nonqualified plan provides benefits to specified employees (i.e., executives) and shareholder. Answer choice C is incorrect because the cash balance plan is a combination of the defined benefit and defined contribution plan but does not fall under the immediate grouping of voluntary benefits programs. And answer choice D is incorrect because it provides IRS approved tax advantages but without any extra benefits for shareholders and executives.

### QUESTION NO: 23

다음 중 고용 차별 금지법의 예외를 설명하는 데 사용되는 약어는 무엇입니까?

- A. EEOE
- B. SCIS
- C. 에이드
- D. BFOQ

**Answer: D**

Explanation: The acronym BFOQ stands for bona fide occupational qualification and describes an exception to any of the antidiscrimination laws for employment. (For instance, in some religious organizations, only men may be ordained as ministers/priests. This would be considered a bona fide occupational qualification.) The other acronyms do not reflect any recognized terms and certainly have no connection to exceptions within the antidiscrimination

laws.

**QUESTION NO: 24**

행정 명령이 법률이 되기 전에 연방 공보에 얼마나 오래 게시되어야 합니까?

- A. 30일
- B. 60일
- C. 6개월
- D. 1년

**Answer: A**

Explanation: An executive order must be published in the Federal Register for 30 days before it becomes law. Executive orders are proclamations by the President of the United States. They may be challenged in the judicial system.

**QUESTION NO: 25**

직원이 퇴직할 때 고용주가 계획에 설정된 혜택을 추가하는 일반적인 연금 계획을 활용하는 자발적 혜택 프로그램 유형은 무엇입니까?

- A. 혜택 적립 계획
- B. 확정기여
- C. 비적격 플랜
- D. 확정급여
- E. 적격 플랜

**Answer: D**

Explanation: This question describes the defined benefit program, which starts with a basic pension plan. To this pension plan are added established benefits, thus explaining the name of the plan. Answer choice A is incorrect because the benefit accrual plan is not a type of voluntary benefits plan. Answer choice B is incorrect. Like the defined benefit plan, the defined contribution plan utilizes a standard pension plan but without the added benefits defined in advance. Answer choice C is incorrect because the nonqualified plan provides benefits to specified employees (for example, executives) and shareholders. And answer choice E is incorrect because a qualified plan is a 401(k) plan that receives special tax credits from the IRS.

**QUESTION NO: 26**

법적 절차에 대한 이해가 인적 자원 전문가에게 중요한 이유는 무엇입니까?

- A. 인적 자원 전문가는 법안이 제안되어야 하는 경우 의회 의원에게 연락할 책임이 있는 사람입니다.
- B. 비즈니스 세계는 점점 더 입법 과정에 관여하고 있으며 인적 자원 전문가는 입법을 위한 회사의 외부 담당자입니다.
- C. 중소기업이 법인이 되기 위해서는 입법 과정을 이해하는 것이 필수적입니다.
- D. 법률은 고용주와 직원 간의 관계에 영향을 미치며 인사 전문가는 이 관계를 이해할 책임이 있습니다.
- E. 인적 자원 전문가는 입법이 필요한 경우 의회 로비스트 역할을 해야 합니다.

**Answer: D**

Explanation: Simply put, the legislation that will affect a business often will affect that

business's relationship with its employees. Because the human resources professional is, in some ways, the intermediary between the employers and the employees, he or she should be at least somewhat familiar with legislation and the legislative process. Answer choice A is not correct because the human resources professional is not necessarily responsible for contacting a member of Congress about submitting legislation. Similarly, answer choice B is incorrect because the human resources professional is not required to act as the company's outside contact. Answer choice C is largely irrelevant to the larger question and, if true, would only refer to human resources professionals at small companies that are hoping to expand. Answer choice E is also incorrect because lobbying before Congress is a task that anyone can perform, but does not necessarily fall under the specific job description of the human resources professional.

**QUESTION NO: 27**

다음 중 각 직원의 특성과 직책에서의 실제 성과 사이의 관계 측정을 나타내는 것은 무엇입니까?

- A. 유효성 구성
- B. 기준 유효성
- C. 동시 유효성
- D. 콘텐츠 유효성

**Answer: A**

Explanation: Construct validity is the measurement of the relationship between the characteristics of each employee and his actual performance in the position. Criterion validity results when a certain criterion (or work trait) is predicted and then results. Concurrent validity is a type of criterion validity (along with predictive validity). Content validity is simply a test that measures whether or not a candidate is qualified to complete an important part of the job. A simple example might be an audition for a dance company; the job description requires the dancers to perform in the company, so the construct validity starts by measuring whether or not those at the audition have acceptable dance training.

**QUESTION NO: 28**

다음 중 Joseph M.이 식별한 품질 관리 단계 중 하나가 아닌 것은 무엇입니까?  
주란?

- A. 품질 관리
- B. 품질 계획
- C. 품질 선택
- D. 품질 향상

**Answer: C**

Explanation: Quality selection is not one of the quality management phases identified by Joseph M.

Juran. According to Juran, quality management begins with planning that takes into consideration the most important factors in quality. Quality control is the system that makes sure processes adhere to quality planning. Finally, quality improvements are continuous increases in the standard of organizational performance.

**QUESTION NO: 29**

다음 중 미국 장애인법(Americans with Disabilities Act)에서 주요 생활 활동으로 정의하지 않은 것은 무엇입니까?

- A. 개인위생
- B. 운전 중
- C. 읽기
- D. 취침

**Answer: B**

Explanation: The Americans with Disabilities Act does not count driving as a major life activity. According to the act, major life activities are personal care, manual tasks, seeing, hearing, eating, sleeping, breathing, learning, reading, concentrating, thinking, communicating, and working. However, a person may also be covered by the ADA when certain physical or mental impairments are present, including "any physiological disorder or condition, cosmetic disfigurement, or anatomical loss affecting one or more body systems, such as neurological, musculoskeletal, special sense organs, respiratory (including speech organs), cardiovascular, reproductive, digestive, genitourinary, immune, circulatory, hemic, lymphatic, skin, and endocrine; or ... any mental or psychological disorder, such as an intellectual disability ... organic brain syndrome, emotional or mental illness, and specific learning disabilities." (Code of Federal Regulations, 29CFR1630)

**QUESTION NO: 30**

Derek은 연수생 그룹에게 프레젠테이션을 제공하고 있습니다. 프레젠테이션 중에 연수생은 포괄적인 메모를 작성해야 합니다. 데릭은 연습실 좌석을 어떻게 배치해야 할까요?

- A. 회의 스타일
- B. U자형 스타일
- C. 교실 스타일
- D. 쉘브론 스타일

**Answer: C**

Explanation: Derek should arrange the seats in the classroom style. In this style, participants are placed behind desks facing towards the front of the room. This seating arrangement is most appropriate for presentations delivered by a single person, especially when the participants will need to be making notes. In conference style seating, participants are placed around a large square table. In the Ushaped seating style, participants are placed around three sides of a large table, and the presenter stands on the fourth side. In the Chevron style of seating, participants are placed in rows that face the front of the room at an angle, so that they are facing both the presenter and, to a lesser extent, one another.