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| 02 | A | B | C | D | E |
| 03 | A | B | C | D | E |
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| 06 | A | B | C | D | E |
| 07 | A | B | C | D | E |
| 08 | A | B | C | D | E |
| 09 | A | B | C | D | E |
| 10 | A | B | C | D | E |
| 11 | A | B | C | D | E |
| 12 | A | B | C | D | E |
| 13 | A | B | C | D | E |

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| 14 | A | B | C | D | E |
| 15 | A | B | C | D | E |
| 16 | A | B | C | D | E |
| 17 | A | B | C | D | E |
| 18 | A | B | C | D | E |
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| 20 | A | B | C | D | E |
| 21 | A | B | C | D | E |
| 22 | A | B | C | D | E |
| 23 | A | B | C | D | E |
| 24 | A | B | C | D | E |
| 25 | A | B | C | D | E |
| 26 | A | B | C | D | E |

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|----|---|---|---|---|---|
| 27 | A | B | C | D | E |
| 28 | A | B | C | D | E |
| 29 | A | B | C | D | E |
| 30 | A | B | C | D | E |
| 31 | A | B | C | D | E |
| 32 | A | B | C | D | E |
| 33 | A | B | C | D | E |
| 34 | A | B | C | D | E |
| 35 | A | B | C | D | E |
| 36 | A | B | C | D | E |
| 37 | A | B | C | D | E |
| 38 | A | B | C | D | E |
| 39 | A | B | C | D | E |

## PRACTICE QUESTIONS

**DSST**

# SN530

Human Resource Management

Uploaded by Community A

EDITION

Original Demo

QUESTIONS

6

ISSUED

October 14, 2026

# Before you begin

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## What this is

6 practice questions for DSST **SN530**, each with its answer key and an explanation. Answer a question before you read its key - the explanation is worth more once you have committed.

## If something looks wrong

Send us three things and we will check it:

- the exam code, **SN530**
- the question number
- the email address on your order

Write to **support@mometrix.net**. We reply within one business day.

## Licence

Free Mometrix practice demo. The complete question bank is available through a paid account.

**QUESTION 1** SINGLE CHOICE

Following the needs assessment, what is the next step in a systematic training process?

- ☐ A Evaluation of the training program
- ☒ B Design and delivery of the training program
- ☐ C Selection of the training method
- ☐ D Identification of learning objectives

**ANSWER B**

**WHY** The widely accepted ADDIE-inspired training process proceeds from needs assessment to designing and delivering the training program. Learning objectives and method selection are actually part of the design step, while evaluation comes after delivery.

**QUESTION 2** MULTIPLE CHOICE

Which two of the following practices by an employer are generally considered unfair labor practices (ULPs) under Section 8(a) of the National Labor Relations Act (NLRA)? (Choose two.)

- ☒ A Threatening to close a plant if employees vote to unionize
- ☐ B Providing employees with factual information about the costs and effects of unionization
- ☒ C Interrogating employees about their union sympathies in a coercive manner
- ☐ D Voluntarily recognizing a union based on a demonstrated showing of majority support (card check)
- ☐ E Bargaining in good faith over mandatory subjects such as wages and hours

**ANSWER A - C**

**WHY** Under Section 8(a) of the NLRA, employer actions that interfere with, restrain, or coerce employees in the exercise of their Section 7 rights are unfair labor practices. Threatening to close a plant (A) and coercive interrogation about union activities (C) are classic Section 8(a) violations. Providing factual (not threatening) information (B), voluntary recognition of a majority union (D), and good-faith bargaining over mandatory subjects (E) are all lawful, and good-faith bargaining is actually a statutory duty.

**QUESTION 3** SINGLE CHOICE

In Kirkpatrick's four-level training evaluation model, which level specifically measures the degree to which participants apply the learned material on the job?

- ☐ A Reaction
- ☐ B Learning
- ☒ C Behavior
- ☐ D Results

**ANSWER C**

**WHY** In Kirkpatrick's model: Level 1 measures Reaction (participant satisfaction), Level 2 measures Learning (knowledge/skills gained), Level 3 measures Behavior (application on the job), and Level 4 measures Results (business/organizational outcomes). Application on the job corresponds to Behavior (Level 3).

**QUESTION 4** SINGLE CHOICE

The process of negotiating the terms and conditions of employment between an employer and a labor union representing a group of employees is called:

- ☐ A Arbitration
- ☒ B Collective bargaining
- ☐ C Conciliation
- ☐ D Fact-finding

**ANSWER B**

**WHY** Collective bargaining is the negotiation process between an employer and the certified bargaining agent (typically a labor union) to establish wages, hours, working conditions, and other terms of employment. Arbitration, conciliation, and fact-finding are alternative dispute resolution procedures that may be used when collective bargaining reaches an impasse.

**QUESTION 5**

SINGLE CHOICE

Which of the following statements most accurately describes reinforcement theory as applied in human resource management?

- ☐ **A** Employees are primarily motivated by satisfying higher-order needs before lower-order needs
- ☒ **B** Behavior that is rewarded is more likely to be repeated, while behavior that is punished or ignored tends to diminish
- ☐ **C** Motivation is determined primarily by an individual's beliefs about effort, performance, and outcomes
- ☐ **D** Job satisfaction is largely a function of how fairly employees believe they are treated compared to others

**ANSWER B**

**WHY** Reinforcement theory, associated with B.F. Skinner, holds that behavior that is positively reinforced (rewarded) is more likely to be repeated, while behavior that is punished or not reinforced tends to decrease. The other options describe Maslow's hierarchy, expectancy theory, and equity theory, respectively.

**QUESTION 6**

MULTIPLE CHOICE

Which two of the following statements accurately describe protections provided by the Americans with Disabilities Act (ADA) Title I? (Choose two.)

- ☒ **A** Employers must provide reasonable accommodations to qualified employees with disabilities unless doing so would impose an undue hardship on the business
- ☐ **B** The ADA requires employers to hire a specified percentage of individuals with disabilities in order to meet affirmative action goals
- ☒ **C** An individual is considered disabled under the ADA if they have a physical or mental impairment that substantially limits one or more major life activities
- ☐ **D** The ADA covers only physical impairments and excludes mental or psychological conditions from its protections
- ☐ **E** Pre-employment medical examinations may be required of all applicants before a job offer is extended

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**ANSWER** **A - C**

**WHY** The ADA Title I requires covered employers to provide reasonable accommodations to qualified individuals with disabilities unless it causes undue hardship (A), and defines disability as a physical or mental impairment that substantially limits one or more major life activities (C). The ADA does not impose hiring quotas (B), clearly covers mental impairments (D is false), and limits when pre-offer medical exams can be required (E is false under ADA rules).