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39	A	B	C	D	E

PRACTICE QUESTIONS

Society For Human Resource Management (SHRM)

SCPCH

SHRM Senior Certified Professional (Korean)

EDITION

Demo

QUESTIONS

9

FORMAT

Limited Edition PDF

Before you begin

What this is

9 practice questions for Society For Human Resource Management (SHRM) SCPCH , 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, SCPCH
- the question number
- the email address on your order

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

QUESTION 1

MULTIPLE CHOICE

A senior HR leader at a multinational manufacturing company is reviewing the organization's three-year workforce plan. Demand projections indicate a 12% increase in engineering roles driven by new product lines, while supply analysis shows the internal pipeline can fill only 4% of those roles. To reduce the resulting talent gap, which two of the following actions are most aligned with strategic workforce planning principles? (Choose two.)

- ☒ **A** Establish a partnership with regional technical universities to create a co-op and early-career pipeline targeting engineering disciplines.
- ☐ **B** Post openings only on the corporate careers page to keep candidate quality consistent with previous hires.
- ☒ **C** Build and certify internal employees through reskilling programs mapped to the projected engineering competency gaps.
- ☐ **D** Increase general advertising spend across all open requisitions regardless of business unit.
- ☐ **E** Wait until requisitions are approved before initiating any sourcing activity.

ANSWER A - C

WHY Strategic workforce planning addresses gaps between forecasted demand and internal supply. Building external pipelines (university partnerships) and developing internal talent (reskilling) directly close the projected engineering gap. The other options are reactive, unfocused, or delay action and do not align with proactive workforce planning.

QUESTION 2

MULTIPLE CHOICE

Following a merger, the CHRO commissions an organization-wide culture assessment. Results show high alignment on innovation but low alignment on customer centricity between the legacy entities. Which two interventions are most appropriate to address this finding? (Choose two.)

- ☒ **A** Codify customer-centric behaviors into leadership competencies and performance expectations at all levels.
- ☐ **B** Communicate only the financial synergies of the merger to avoid distracting leaders with cultural topics.
- ☒ **C** Integrate customer-experience metrics into team dashboards, recognition programs, and onboarding curricula.
- ☐ **D** Eliminate cross-functional collaboration forums to reduce conflicting cultural messages.
- ☐ **E** Rely on the legacy culture of the larger entity to absorb the smaller one without formal integration efforts.

ANSWER **A - C**

WHY Sustaining a desired culture requires reinforcing it through formal systems (competencies, performance management) and operational artifacts (dashboards, recognition, onboarding). Avoiding cultural communication or forcing one legacy culture on another does not address the specific gap in customer centricity.

QUESTION 3

SINGLE CHOICE

An organization has consistently high engagement scores, but turnover has increased among mid-career professionals. Exit interviews reveal employees feel their career growth has stalled. Which engagement driver, when addressed, is most likely to improve retention for this group?

- ☐ A Compensation benchmarking
- ☒ B Career development and advancement opportunities
- ☐ C Workplace safety improvements
- ☐ D Voluntary benefits enrollment

ANSWER B

WHY SHRM identifies career development opportunities as a key driver of engagement and a primary retention lever for mid-career professionals. Compensation, safety, and benefits are important but do not address the specific concern of stalled career growth.

QUESTION 4

SINGLE CHOICE

Under the Korean Labor Standards Act (근로기준법), what is the maximum ordinary overtime hours an employer may require an employee to work in a single week, assuming no special written agreement is in place?

- ☐ A 8 hours
- ☒ B 12 hours
- ☐ C 16 hours
- ☐ D 24 hours

ANSWER B

WHY The Korean Labor Standards Act permits up to 12 hours of overtime per week under the standard framework (extending the 40-hour statutory workweek plus an additional 12 hours). Greater flexibility requires a separate written agreement between employer and employee under conditions defined by the Act.

QUESTION 5

SINGLE CHOICE

Under the Korean Employment Insurance Act (고용보험법), an employee who voluntarily quits a job is generally eligible for unemployment benefits only if they meet which of the following conditions?

- ☒ **A** They have been employed for at least 6 consecutive months with insurance coverage during the 12 months before separation.
- ☐ **B** They have been employed for at least 1 day and have not yet received their final wages.
- ☐ **C** They have been employed for at least 2 years continuously regardless of insurance contributions.
- ☐ **D** Voluntary quitters are never eligible for unemployment benefits under any condition.

ANSWER A

WHY Under the Employment Insurance Act, voluntary quitters may qualify for unemployment benefits if they meet the same contribution/employment duration requirements as other claimants—generally at least 180 days of insured employment during the 18 months preceding separation (commonly summarized as 6 of 12 months in training contexts). They are not categorically excluded, and shorter or longer fixed periods are not the correct statutory test.

QUESTION 6

SINGLE CHOICE

A senior HR business partner (HRBP) is asked by the CEO to demonstrate HR's contribution to business outcomes. Which metric set most directly links HR initiatives to strategic execution?

- ☐ **A** Number of HR policies updated and training sessions delivered
- ☒ **B** Revenue per FTE, voluntary turnover in critical roles, and time-to-productivity for new hires
- ☐ **C** Count of internal job postings, attendees at learning events, and HR headcount
- ☐ **D** Average salary, average tenure, and total compensation spend

ANSWER B

WHY Strategic HR measurement connects people practices to business outcomes. Revenue per FTE, critical-role turnover, and time-to-productivity tie directly to financial performance and operational execution, whereas policy/training counts and HR-internal metrics do not, on their own, demonstrate strategic impact.

QUESTION 7

SINGLE CHOICE

An organization is designing a sales incentive plan. Which design choice best aligns with strategic total rewards principles while minimizing the risk of unethical sales behavior?

- ☐ A Pay 100% of target compensation as base salary with no variable component.
- ☒ B Use a balanced mix of fixed and variable pay tied to a combination of sales volume, customer retention, and product mix.
- ☐ C Pay a single, uncapped commission on total sales revenue with no other metrics.
- ☐ D Pay a flat bonus per year of tenure regardless of sales results.

ANSWER B

WHY A balanced pay mix tied to multiple performance dimensions (volume, retention, product mix) discourages short-term or predatory selling behavior, supports customer experience, and aligns individual incentives with strategic objectives. Pure base, pure uncapped commission, and tenure-based pay fail on one or more of these principles.

QUESTION 8

SINGLE CHOICE

During a major ERP implementation, a senior HR leader is asked to lead the people-side of change. According to established change management practice, what is the most effective first action?

- ☐ A Issue a company-wide memo announcing the go-live date.
- ☒ B Conduct a stakeholder impact analysis and identify change sponsors, champions, and resistance points.
- ☐ C Reduce communication to minimize confusion until the system is stabilized.
- ☐ D Begin cutting headcount in functions likely to be automated without prior assessment.

ANSWER B

WHY Effective change management begins with a structured diagnosis: identifying stakeholders, sponsors, champions, and likely resistance. This informs the communication, training, and transition plans. Top-down announcements, communication suppression, and unanalyzed workforce actions are inconsistent with disciplined change leadership.

QUESTION 9

SINGLE CHOICE

A senior HR leader discovers that a mid-level manager has been systematically altering performance ratings to avoid giving any employee a rating of 'Does Not Meet.' Which ethical principle is most directly violated?

- ☐ A Beneficence
- ☒ B Transparency and honesty in performance management
- ☐ C Maximization of manager discretion
- ☐ D Confidentiality of compensation data

ANSWER B

WHY Manipulating ratings to avoid honest differentiation breaches the ethical duty of transparency and honesty in performance management, undermines merit-based decisions, and creates compliance risk for the organization. The other options are unrelated principles or are not the principle being violated.