CERTIFIED HUMAN RESOURCE ASSOCIATE (CHRA) SET A PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. From what process should job-related criteria be already identified?

A. Job evaluation

B. Job analysis

C. Performance review

D. Employee feedback

2. What process should be used to compare high-performing companies to one's own to identify performance gaps?

A. Benchmarking

B. Environmental Scanning

C. Strategic Planning

D. Competitive Analysis

3. What external factor affects recruitment by determining the availability of human resources?

A. Job market demand

B. Competition

C. Unemployment rate

D. Legal regulations

4. Which of the following signs short-term contracts and receives a monthly fee that varies with the amount of actual recruiting needed to be done?

A. Recruitment Process Outsourcers

B. Headhunters

C. Temporary staffing agencies

D. In-house recruitment teams

5. What technique is used to ensure a former employee's opinion has significant weight during an appraisal?

A. Narrative evaluations

B. Peer reviews

C. Exit interviews

D. 360-Degree Feedback

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6. What type of appraisal method is used for pay increases, promotions, and training?

A. Traditional

B. Collaborative

C. Behaviorally Anchored

D. 360-Degree Feedback

7. What type of recruitment does Elaine's notice about a job vacancy at JKL Company represent?

A. Direct Recruitment

B. Indirect Recruitment

C. Internal Recruitment

D. External Recruitment

8. What process involves selecting the best-suited individual from a group of applicants for a particular position?

A. Recruitment

B. Screening

C. Selection

D. Onboarding

9. Which of the following is not true about ratio analysis?

A. It graphically shows how two variables are related

B. It assumes that things like productivity remain the same

C. It only focuses on sales and employees. No other factors are considered

D. It is all about making forecasts based on historical ratio between sales and number of employees required

10. What does job enrichment refer to in the context of employee responsibilities?

A. Increasing Work Hours

B. Job Rotation

C. Enhancing Job Responsibility

D. Reducing Workload

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Answers

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1. B
2. A
3. C
4. A
5. C
6. A
7. A
8. C
9. C
10. C

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Explanations

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1. From what process should job-related criteria be already identified?

A. Job evaluation

B. Job analysis

C. Performance review

D. Employee feedback

Job analysis is the process through which job-related criteria are identified and defined. This involves a comprehensive examination of the duties, responsibilities, necessary skills, outcomes, and work environment of a particular job. It provides the foundational information about what a job entails, which is crucial for developing job descriptions, setting performance standards, and establishing criteria for hiring and evaluation. During job analysis, various methods, such as interviews, surveys, and observations, may be utilized to gather data about the job's requirements and the competencies needed for success. The outcome of this process ensures that the criteria tied to the job are precise and aligned with organizational needs, making it a critical step for effective human resource management. In contrast, job evaluation typically focuses on assessing the value of a job in relation to other jobs within the organization to ensure equitable pay and job classification. Performance reviews assess how well an individual performs their job tasks based on pre-established standards and observations. Employee feedback may provide insights into job performance and satisfaction but does not systematically define job-related criteria. Hence, the correct process for identifying job-related criteria is job analysis.

2. What process should be used to compare high-performing companies to one's own to identify performance gaps?

A. Benchmarking

B. Environmental Scanning

C. Strategic Planning

D. Competitive Analysis

Benchmarking is the most suitable process for comparing high-performing companies to one's own organization in order to identify performance gaps. This technique involves measuring your organization's performance metrics against those of leading firms in the industry or those recognized as best-in-class. By analyzing how these high-performing companies operate, organizations can pinpoint areas where they lag, understand the practices that contribute to superior performance, and adopt strategies to improve their own processes and outcomes. A benchmark analysis typically includes various performance indicators such as efficiency, service quality, customer satisfaction, and financial performance. This comparative approach provides valuable insights that help organizations set realistic targets and implement effective improvement initiatives, ultimately driving operational excellence and competitive advantage. Other processes mentioned, such as environmental scanning, focus more on analyzing external factors and trends that may affect the organization rather than directly comparing performance metrics with competitors. Strategic planning is more about setting long-term goals and determining the actions required to achieve them, while competitive analysis involves a broader look at competitors' strategies but may not necessarily provide the specific performance comparisons that benchmarking does.

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3. What external factor affects recruitment by determining the availability of human resources?

A. Job market demand

B. Competition

C. Unemployment rate

D. Legal regulations

The unemployment rate is a significant external factor that affects recruitment because it directly influences the supply of available talent in the job market. A high unemployment rate often means more individuals are actively seeking work, which can make it easier for organizations to find qualified candidates. In contrast, a low unemployment rate indicates a tighter labor market, where fewer individuals are looking for jobs, creating more competition among employers for top talent. Employers may need to enhance their recruitment strategies, such as improving compensation or benefits packages, or offering more appealing job roles to capture the interest of potential candidates. While job market demand does influence recruitment, it primarily refers to the need for specific job roles rather than the availability of candidates. Competition signifies the number of employers vying for the same talent pool, which can certainly impact recruitment, but it doesn't directly determine the overall availability of human resources in the market. Legal regulations dictate the framework within which recruitment must occur, but they are not a direct measure of human resource availability either. Therefore, the unemployment rate most effectively captures the essence of how the availability of human resources is influenced by external economic conditions.

4. Which of the following signs short-term contracts and receives a monthly fee that varies with the amount of actual recruiting needed to be done?

A. Recruitment Process Outsourcers

B. Headhunters

C. Temporary staffing agencies

D. In-house recruitment teams

Recruitment Process Outsourcers (RPOs) are specialized service providers that manage and execute part or all of a company's recruitment processes. They operate on a contractual basis, and the fees they charge can fluctuate depending on the volume of recruitment activities required. This means that if a company needs to hire more employees, the fee will increase accordingly, reflecting the demand for recruitment services. RPOs offer flexible solutions tailored to the specific recruiting needs of an organization, making them distinct in their operational model. In contrast, headhunters typically operate on a contingency or retainer fee structure focused on specialized or executive positions, rather than providing ongoing recruitment services. Temporary staffing agencies primarily focus on filling short-term roles with pre-screened candidates, and their payment model is often based on fixed rates for placements rather than variable monthly fees tied to recruitment volume. In-house recruitment teams, being part of the organizational structure, generally receive a set salary rather than charges that fluctuate with recruitment needs. Thus, the correct choice clearly aligns with the definition and operational dynamics of Recruitment Process Outsourcers.

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5. What technique is used to ensure a former employee's opinion has significant weight during an appraisal?

A. Narrative evaluations

B. Peer reviews

C. Exit interviews

D. 360-Degree Feedback

The technique that ensures a former employee's opinion carries significant weight during an appraisal is the exit interview. This process involves conducting a structured conversation with an employee who is leaving the organization to gather insights about their experience, the work environment, and the organization's practices. Exit interviews provide valuable feedback regarding various aspects of the workplace from the perspective of someone who has firsthand experience but no longer has a vested interest in the organization. This can lead to a more honest and constructive critique of the company's processes, culture, and management effectiveness, making it a critical tool in assessing performance and areas for improvement. While other methods such as narrative evaluations, peer reviews, and 360-degree feedback are also valuable in assessing employee performance, they do not specifically focus on the insights provided by those who have exited the organization. Peer reviews look at feedback from colleagues currently in the organization, 360-degree feedback includes assessments from multiple sources within the company but excludes the viewpoint of former employees, and narrative evaluations typically summarize performance from the perspective of present supervisors or managers. Thus, exit interviews uniquely capture the perspectives that can lead to significant changes and improvements within the organization based on former employees' experiences.

6. What type of appraisal method is used for pay increases, promotions, and training?

A. Traditional

B. Collaborative

C. Behaviorally Anchored

D. 360-Degree Feedback

The traditional appraisal method is often employed for decisions related to pay increases, promotions, and training needs. This approach typically involves a straightforward evaluation of an employee's performance based on established criteria and often relies on a supervisor's assessment. This method is well-suited for organizational contexts where clear, hierarchical relationships exist and where performance information needs to be readily accessible and concise for decision-making purposes regarding employee development and compensation. This appraisal method generally focuses on quantifiable results and achievements over a specific review period, which makes it easier to justify decisions about salary adjustments and promotions. It may also provide a standardized way to assess performance across the organization, helping ensure consistency in how employees are evaluated and rewarded. In contrast, collaborative appraisal methods tend to involve input from multiple stakeholders and can be more complex, whereas behaviorally anchored methods utilize specific behavior examples to assess performance, which might not always align neatly with decisions about pay or promotions. The 360-degree feedback method gathers input from various sources, including peers, subordinates, and supervisors, and is more often used for developmental purposes than straightforward promotion or pay determination.

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7. What type of recruitment does Elaine's notice about a job vacancy at JKL Company represent?

A. Direct Recruitment

B. Indirect Recruitment

C. Internal Recruitment

D. External Recruitment

The correct interpretation of Elaine's notice about a job vacancy at JKL Company is that it represents direct recruitment. Direct recruitment involves actively seeking candidates for open positions, often by announcing job opportunities within the organization or through a straightforward communication channel. This method typically entails a more personal approach, inviting candidates to apply directly for the vacancy based on the job announcement provided. Direct recruitment emphasizes transparency and immediate engagement with potential candidates, ensuring that individuals have direct access to the information about job openings. This approach can lead to a more efficient hiring process, as it often encourages quicker responses from interested applicants. In contrast, indirect recruitment usually relies on broader channels, such as advertisements in media or job boards, which can create a more passive application environment. Internal recruitment pertains to filling positions from existing employees within the organization, bringing a sense of career growth to current personnel. External recruitment involves sourcing candidates from outside the organization altogether, which typically casts a wider net to attract a diverse range of applicants. Given the nature of Elaine's notice, it signifies a direct attempt to fill a job vacancy, aligning perfectly with the definition of direct recruitment.

8. What process involves selecting the best-suited individual from a group of applicants for a particular position?

A. Recruitment

B. Screening

C. Selection

D. Onboarding

The process of selecting the best-suited individual from a group of applicants for a specific position is known as selection. Selection is a crucial step in the hiring process, where various methods, such as interviews, assessments, and background checks, are used to evaluate candidates based on their qualifications, skills, experiences, and cultural fit within the organization. This phase comes after recruitment, which is about attracting and encouraging a pool of candidates to apply for open positions. Screening follows selection and typically refers to the process of reviewing applications and resumes to identify suitable candidates for interviews but does not involve the final decision-making. Onboarding, on the other hand, pertains to the process of integrating a new employee into the company, which occurs after the selection of the candidate has been made. Therefore, selection is the process that directly addresses the goal of choosing the most appropriate individual for a job role.

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9. Which of the following is not true about ratio analysis?

A. It graphically shows how two variables are related

B. It assumes that things like productivity remain the same

C. It only focuses on sales and employees. No other factors are considered

D. It is all about making forecasts based on historical ratio between sales and number of employees required

The statement that ratio analysis only focuses on sales and employees and does not consider other factors is not true. Ratio analysis is a comprehensive tool used in financial and operational analysis that examines relationships between different financial metrics and data points. While sales and employee numbers might be key components in some analyses, ratio analysis encompasses a broader range of financial information, such as profits, costs, debt levels, and various efficiency metrics. This allows businesses to gain insights into performance across multiple dimensions, rather than being restricted to just sales and employment figures. In contrast, the other statements accurately reflect certain aspects of ratio analysis. For example, ratio analysis can visually depict relationships between different variables, and it often operates under the assumption that productivity and certain conditions remain stable for the purpose of comparison and forecasting. Furthermore, forecasting based on historical ratios is indeed a fundamental function of ratio analysis, allowing organizations to predict future outcomes based on past data.

10. What does job enrichment refer to in the context of employee responsibilities?

A. Increasing Work Hours

B. Job Rotation

C. Enhancing Job Responsibility

D. Reducing Workload

Job enrichment is a concept designed to enhance the quality of work life for employees by increasing their responsibilities and autonomy in their roles. It involves redesigning jobs so that they offer opportunities for personal growth and fulfillment. By enhancing job responsibility, employees often experience increased motivation and job satisfaction as they engage more deeply with their work and take on more challenging tasks that utilize their skills and capabilities. This can involve giving employees more control over their work processes, encouraging them to make decisions, or allowing them to take on additional tasks that provide a sense of ownership and achievement. The goal of job enrichment is to make work more meaningful, which can lead to improved performance and lower turnover rates. While increasing work hours, job rotation, and reducing workload may have some impact on employee satisfaction, they do not directly address the core idea of job enrichment, which focuses on adding value to the work itself through enhanced responsibilities.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://chraseta.examzify.com

We wish you the very best on your exam journey. You've got this!

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