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Question 1

Question Type: MultipleChoice

Which of the following is a method for analyzing the situation prior to developing the communication campaign?

Options:

- A- Networking with organizations in the same industry.
- B- Conducting informal discussions with employees.
- C- Seeking out advice from communication consultants.
- D- Reviewing the communications budget.

Answer:

B

Question 2

Question Type: MultipleChoice

Which statement best defines the concept of "sphere of experience"?

Options:

- A- Anything that distorts the original message.
- B- The education level of the receiver that distorts the message.
- C- The perceptions of each sender and receiver that influence communication.
- D- The constantly revolving cycle of communication between a sender and a receiver.

Answer:

D

Question 3

Question Type: MultipleChoice

Which statement best reflects one purpose of communication from an employee perspective?

Options:

- A- Satisfies legal requirements.
- B- Simplifies administration of benefits and work-life programs.
- C- Makes detailed information regarding all HR programs available at the time of hire and also annually.
- D- Provides necessary education to support educated, informed decisions.

Answer:

B

Question 4

Question Type: MultipleChoice

What value can strategic total rewards communication bring to the workplace?

Options:

- A- Repairs flawed rewards programs.

- B- Creates tactical plans to be implemented.
- C- Utilizes whatever budget is remaining.
- D- Motivates employees and drives business performance.

Answer:

A

Question 5

Question Type: MultipleChoice

As an employer, you believe it is always a good idea to pay people for their contributions to organizational results. Which of the following plans would likely be the key component of the compensation plan?

Options:

- A- indirect pay
- B- base pay
- C- pay for knowledge

D- performance pay

Answer:

D

Question 6

Question Type: MultipleChoice

Which of the following conditions make it impractical to use output-related pay?

Options:

A- Output is easy to measure.

B- Output is very stable.

C- Output cannot be controlled by the individual employee.

D- Output is easy to price in terms of its value to the employer.

Answer:

C

Question 7

Question Type: MultipleChoice

As a human resource consultant, you have been asked to provide some rationale why an organization may decide to use base pay as a cornerstone for a compensation scheme. Which of the following notions would you advance in supporting your argument?

Options:

- A-** It provides an organization with more labour flexibility in the allocation of tasks.
- B-** It guarantees employee performance and aligns salaries to performance.
- C-** It is the most popular; hence, the organization should use it.
- D-** Unions are most likely to agree with management's approach, given this scheme encourages individual performance.

Answer:

A

Question 8

Question Type: MultipleChoice

Which of the following is a reason why employees may prefer base pay over performance pay?

Options:

- A- Performance pay is more predictable.
- B- Base pay is directly related to their performance level.
- C- They dislike uncertainty about their compensation.
- D- Market conditions are always changing.

Answer:

C

Question 9

Question Type: MultipleChoice

Johnny is compensated based on a rate of \$25.00 per hour worked. Which of the following terms best describes the manner in which Johnny is compensated?

Options:

A- commission

B- wage

C- piece rate

D- salary

Answer:

B

Question 10

Question Type: MultipleChoice

A particular company wants to make sure employees feel they are appreciated, while at the same time ensuring key employees have a sense of loyalty towards the company. Which of the following systems does this company most likely use?

Options:

- A- benefits
- B- performance pay
- C- indirect pay
- D- base pay

Answer:

D

Question 11

Question Type: MultipleChoice

Which of the following steps is NOT considered part of formulating the compensation strategy?

Options:

- A- determining actual dollar values for jobs and individual employees

B- determining the total level of compensation to provide

C- determining how each of the mix choices should be structured

D- determining the mix of compensation components

Answer:

A

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