

Certified Human Resource Associate (CHRA) Set A Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Table of Contents

Copyright	1
Table of Contents	2
Introduction	3
How to Use This Guide	4
Questions	5
Answers	9
Explanations	11
Next Steps	18

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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.

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!

Questions

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- 1. Which statement best describes Strategic Human Resource Management?**
 - A. It is the holistic process of manpower planning, recruitment, training, and appraising employees.**
 - B. Formulating and executing HR policies and practices that produce employee competencies and behaviors.**
 - C. Defined by specific organizational strategies that boost productivity.**
 - D. Involves training personnel to enhance knowledge and skills for company goals.**

- 2. All are true about the difference between employment exchanges and employment agencies, except:**
 - A. Both are operated by the government**
 - B. Both accommodate in hiring of the unskilled, semi-skilled, and skilled workers**
 - C. Employment exchanges give job seeker details to employers while employment agencies encourage job seekers to register themselves with them in order to be included in the database of qualified candidates**
 - D. All of the choices are true**

- 3. What is a potential issue with the way a cashier's job description is summarized?**
 - A. It lacks specific details about required skills**
 - B. It does not specify the working hours**
 - C. It contains a part that leaves open the nature of the job**
 - D. It fails to mention necessary qualifications**

- 4. What process is occurring if Nicole is being transferred from one branch of McDonald's to another?**
 - A. Promotion**
 - B. Transfer**
 - C. Job Rotation**
 - D. Demotion**

- 5. What is a series of job-related questions that focuses on a candidate's behavior in specific situations called?**
- A. structured interview**
 - B. behavioral interview**
 - C. situational interview**
 - D. candidate interview**
- 6. Naevis, an HR manager, is currently focused on determining which roles should be filled over the next six months. What process is Naevis engaged in?**
- A. Job Evaluation**
 - B. Personnel Planning**
 - C. Recruitment Strategy**
 - D. Succession Planning**
- 7. Which statement best describes the Hierarchy of Goals?**
- A. The company president sets a short-term goal for subordinates to follow**
 - B. The company president sets a long-term goal that serves as a basis for departmental goals**
 - C. The company president allows subordinates to have completely independent goals**
 - D. The company president focuses strictly on the vision statement without further direction**
- 8. What is the term for the authority that a manager uses in directing their own department's employees?**
- A. staff authority**
 - B. line authority**
 - C. functional authority**
 - D. advisory authority**
- 9. What does the acronym STAR stand for in the context of interview techniques?**
- A. Situations, Tasks, Actions, Results**
 - B. Skills, Training, Assessment, Review**
 - C. Strategies, Timing, Actions, Results**
 - D. Situations, Tasks, Actions, Reviews**

10. In the basic management process, which step comes third?

- A. Setting goals**
- B. Implementing chosen actions**
- C. Reviewing alternative courses of action**
- D. Evaluating performance**

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Answers

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

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Explanations

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1. Which statement best describes Strategic Human Resource Management?

- A. It is the holistic process of manpower planning, recruitment, training, and appraising employees.**
- B. Formulating and executing HR policies and practices that produce employee competencies and behaviors.**
- C. Defined by specific organizational strategies that boost productivity.**
- D. Involves training personnel to enhance knowledge and skills for company goals.**

The statement that best describes Strategic Human Resource Management is that it focuses on formulating and executing HR policies and practices that produce employee competencies and behaviors. This perspective emphasizes the importance of aligning human resource initiatives with the strategic goals of the organization. In Strategic Human Resource Management, the objective is to enhance the overall performance of an organization by ensuring that human resources are managed effectively to develop the skills, competencies, and behaviors that are necessary for achieving the company's objectives. This alignment enables HR to play a critical role in contributing to the success of the organization by driving performance, fostering a positive workplace culture, and ensuring that the workforce is equipped to meet current and future challenges. While the other statements touch upon various components of human resource management, they do not encapsulate the broader strategic focus that integrates HR practices with organizational strategies. For example, the first option focuses primarily on processes without emphasizing their strategic alignment, and the last options center on training and productivity but do so in a narrower context rather than integrating a comprehensive strategic framework. Thus, the importance of aligning HR practices with broader organizational strategies distinguishes option B as the best description of Strategic Human Resource Management.

2. All are true about the difference between employment exchanges and employment agencies, except:
- A. Both are operated by the government**
 - B. Both accommodate in hiring of the unskilled, semi-skilled, and skilled workers**
 - C. Employment exchanges give job seeker details to employers while employment agencies encourage job seekers to register themselves with them in order to be included in the database of qualified candidates**
 - D. All of the choices are true**

The correct answer highlights that not all employment exchanges are operated by the government. Employment exchanges can be government-run, but there are private employment exchanges as well that facilitate job placements. In contrast, employment agencies are predominantly private entities that charge fees to connect job seekers and employers. Understanding this distinction is crucial because it underscores the nature of services provided by different organizations in the job market. Employment exchanges typically focus on providing job seekers with information and connecting them to employers, often with a non-commercial objective. On the other hand, employment agencies usually operate with a profit motive, assisting job seekers in finding roles while also providing employers with access to a database of potential candidates. This knowledge not only assists in comprehending the organizational structure of employment services but also supports job seekers in identifying the most appropriate platform for their job search needs.

3. What is a potential issue with the way a cashier's job description is summarized?
- A. It lacks specific details about required skills**
 - B. It does not specify the working hours**
 - C. It contains a part that leaves open the nature of the job**
 - D. It fails to mention necessary qualifications**

When summarizing a cashier's job description, clarity and specificity are vital to ensure that potential applicants fully understand the role and its requirements. A job description that leaves open the nature of the job can lead to confusion about what the position entails. For example, if the description does not clearly outline the primary responsibilities or the environment in which the cashier will be working (such as retail, grocery, or food service), candidates may apply without fully understanding what is expected of them. This lack of clarity can also lead to mismatched expectations and potential turnover, as employees may find the role different from what they anticipated. Focusing on this aspect is essential because clear job descriptions enhance the recruitment process, attract suitable candidates, and facilitate better job performance once the individual is hired. Providing specific details and clearly defined roles helps ensure both the employer's and employee's needs are met and understood.

4. What process is occurring if Nicole is being transferred from one branch of McDonald's to another?

- A. Promotion**
- B. Transfer**
- C. Job Rotation**
- D. Demotion**

The process occurring in Nicole's situation is a transfer, which involves moving an employee from one location or branch within the same organization to another. This movement typically does not involve any change in job title, responsibilities, or salary and is often done to meet organizational needs, support employee development, or adjust to operational demands. Transferring employees can help organizations optimize staffing levels across different branches and enhance employee skills and experience by exposing them to various work environments. In Nicole's case, her transfer illustrates an internal reassignment aimed at maintaining operational efficiency within McDonald's. Understanding the nuances of a transfer, as opposed to other terms like promotion, job rotation, or demotion, is essential. A promotion refers to moving to a higher position with increased responsibilities or salary, while job rotation involves periodic shifts between different roles or tasks to develop a broader skill set. Finally, a demotion occurs when an employee is moved to a lower position or role, typically reflecting a decrease in responsibilities, status, or compensation. In this context, identifying Nicole's situation as a transfer aligns with the standard definition and purpose of such movements within a company.

5. What is a series of job-related questions that focuses on a candidate's behavior in specific situations called?

- A. structured interview**
- B. behavioral interview**
- C. situational interview**
- D. candidate interview**

The appropriate term for a series of job-related questions that focuses on a candidate's behavior in specific situations is known as a behavioral interview. In this type of interview, candidates are asked to recount past experiences and how they handled various issues, which helps interviewers assess their skills, judgment, and reactions in real-life work scenarios. This methodology is based on the premise that past behavior is the best predictor of future performance in similar situations. Behavioral interviews typically include questions that begin with phrases like "Tell me about a time when..." or "Give an example of how you handled..." emphasizing the candidate's past experiences and actions. This approach encourages candidates to provide specific instances that reveal their competencies and align with the requirements of the role they are applying for. In contrast, a structured interview involves asking all candidates the same predetermined questions in the same order, which may include a mix of general and situational questions but does not focus solely on past behavior. A situational interview, while similar, generally presents hypothetical scenarios to candidates and asks how they would handle them rather than relying on their actual past experiences. The term "candidate interview" is too vague and does not specifically refer to the behavior-focused methodology used in behavioral interviewing.

6. Naevis, an HR manager, is currently focused on determining which roles should be filled over the next six months. What process is Naevis engaged in?

- A. Job Evaluation**
- B. Personnel Planning**
- C. Recruitment Strategy**
- D. Succession Planning**

Naevis is engaged in personnel planning, which involves assessing the current workforce and determining the future staffing needs of an organization. This process is crucial for ensuring that the right roles are filled to meet organizational goals and to address any skill gaps that may arise in the near future. Personnel planning considers factors such as employee turnover, anticipated growth, and changes in strategy or market demand. In this scenario, since Naevis is focused specifically on identifying which roles need to be filled in the next six months, it highlights the proactive nature of personnel planning. This ensures that the organization is prepared with the necessary talent to handle upcoming challenges and opportunities. While job evaluation assesses the relative worth of jobs within an organization and helps establish fair compensation, recruitment strategy focuses more on the methods and processes used to attract candidates once a need has been determined. Succession planning is related to preparing for future leadership and critical role transitions, but it is not primarily concerned with immediate staffing needs over the next six months.

7. Which statement best describes the Hierarchy of Goals?

- A. The company president sets a short-term goal for subordinates to follow**
- B. The company president sets a long-term goal that serves as a basis for departmental goals**
- C. The company president allows subordinates to have completely independent goals**
- D. The company president focuses strictly on the vision statement without further direction**

The statement that best describes the Hierarchy of Goals is one in which the company president sets a long-term goal that serves as a basis for departmental goals. This approach emphasizes the strategic alignment within an organization, where overarching long-term objectives guide the development of specific goals at various levels, including departmental and individual goals. In a well-structured organization, the president or top leadership establishes a vision that outlines what the organization aims to achieve over an extended period. From this foundation, individual departments can derive their specific goals that align with the overall mission and objectives of the organization. This ensures that all efforts are directed towards common priorities, facilitating cohesion and coordinated efforts across different functions. Such alignment is crucial for effective performance management, resource allocation, and achieving overall success. This option captures the essence of a well-functioning goal-setting framework, which not only supports clarity in direction but also promotes accountability at various levels of the organization while ensuring that individual contributions are connected to broader organizational aims.

8. What is the term for the authority that a manager uses in directing their own department's employees?

- A. staff authority
- B. line authority**
- C. functional authority
- D. advisory authority

The term that describes the authority a manager uses in directing their own department's employees is labeled as line authority. Line authority grants managers the right to make decisions, issue orders, and direct the activities of their subordinates without needing permission from higher levels of management. This authority is characterized by a clear chain of command, where managers are responsible for their specific areas or departments and have direct control over the employees within those areas. In contrast, staff authority involves providing advice, support, or services to line managers, but does not carry the same decision-making power within direct reporting structures. Functional authority, on the other hand, is used when someone has the authority over a specific function across various departments, not just within their own. Advisory authority typically refers to a role where individuals provide recommendations without having direct authority to implement decisions, which is distinct from the directive power associated with line authority.

9. What does the acronym STAR stand for in the context of interview techniques?

- A. Situations, Tasks, Actions, Results**
- B. Skills, Training, Assessment, Review
- C. Strategies, Timing, Actions, Results
- D. Situations, Tasks, Actions, Reviews

The acronym STAR stands for Situations, Tasks, Actions, Results, and is commonly used as a framework for structuring responses during behavioral interviews. This technique helps candidates to clearly articulate their experiences and provide specific examples of how they approached challenges in a work setting. Starting with "Situations," candidates describe the specific context or situation where they encountered a challenge, allowing the interviewer to understand the backdrop of the scenario. Next, "Tasks" delineates the specific responsibilities or objectives that were required in that situation, providing insight into what was expected of the individual. The "Actions" part involves explaining the specific steps taken to address the task or challenge, showcasing the candidate's skills and decision-making processes. Finally, "Results" emphasizes the outcomes of the actions taken, highlighting the effectiveness of the candidate's responses and demonstrating their impact. This method is effective because it encourages candidates to present their experiences in a cohesive and logical manner, making it easier for interviewers to evaluate their competencies and fit for the role. Other options incorporate terms that do not align with this structured approach, such as Skills or Reviews, which are not part of the STAR framework, thus differentiating them from the correct answer.

10. In the basic management process, which step comes third?

- A. Setting goals**
- B. Implementing chosen actions**
- C. Reviewing alternative courses of action**
- D. Evaluating performance**

In the basic management process, the third step is reviewing alternative courses of action. This step is crucial as it involves assessing different strategies or plans that could be used to achieve the set goals. Before implementing any actions, it's important to explore various options and evaluate their potential effectiveness and feasibility. This allows for informed decision-making, ensuring that the selected course aligns best with the organization's objectives and resources. The process typically begins with setting goals to establish a clear direction. Following that, it is necessary to generate and review various alternatives to meet those goals, which is often accompanied by analyzing the pros and cons of each option. Once this review is completed, the chosen actions can be implemented effectively. Thus, reviewing alternatives provides a critical foundation that informs the subsequent steps in the management process, making it a vital part of strategic planning.

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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