

Infor Global Human Resources (HR) Certification Practice Exam (Sample)

Study Guide



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Questions

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- 1. In Infor Global HR, what does the term 'skill' refer to?**
 - A. A personal characteristic**
 - B. A learned ability that can be measured objectively**
 - C. An assigned job responsibility**
 - D. A job title**
- 2. How does Infor Global HR support compliance with labor laws?**
 - A. By offering customized training courses**
 - B. By providing tools for reporting, tracking, and managing employee data in accordance with regulations**
 - C. By automating all payroll processes**
 - D. By generating employee satisfaction surveys**
- 3. How does Infor Global HR facilitate employee benefits cost analysis?**
 - A. By providing real-time payroll processing tools**
 - B. By offering reporting tools to evaluate benefit programs**
 - C. By outsourcing benefit administration duties**
 - D. By limiting employee access to benefits data**
- 4. Which module would you use to manage time-off requests?**
 - A. Employee Relations**
 - B. Absence Management**
 - C. Position Budget Management**
 - D. Occupational Health**
- 5. What are the benefits of using Infor Global HR's unified platform?**
 - A. Seamless integration of third-party applications**
 - B. Streamlined processes and consistent data management**
 - C. Higher recruitment costs**
 - D. Limited customization options**

- 6. What may be a result of applying geographical differentials in salary structures?**
- A. Standardization of pay across locations.**
 - B. Increased employee turnover rates.**
 - C. Enhanced employee satisfaction in higher cost areas.**
 - D. Reduced recruitment costs.**
- 7. What type of operations might a centralized structure be best suited for?**
- A. Highly autonomous units**
 - B. Organizations requiring close oversight of functions**
 - C. Organizations with varied global operations**
 - D. Small businesses lacking structure**
- 8. Which of the following is NOT a core module of Infor Global HR?**
- A. Benefits Administration**
 - B. Performance Management**
 - C. Employee Relations**
 - D. Position Budget Management**
- 9. What is the primary focus of Infor HR's employee relations features?**
- A. To manage employee grievances and enhance workplace communication**
 - B. To organize team-building events and activities**
 - C. To automate payroll calculations**
 - D. To facilitate employee training sessions**
- 10. In a decentralized organizational structure, how is the organization divided?**
- A. By project teams**
 - B. By business units with their own functional operations**
 - C. By geographical locations**
 - D. By customer segments**

Answers

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

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Explanations

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1. In Infor Global HR, what does the term 'skill' refer to?

- A. A personal characteristic
- B. A learned ability that can be measured objectively**
- C. An assigned job responsibility
- D. A job title

The term 'skill' in Infor Global HR refers to a learned ability that can be measured objectively. This definition emphasizes that skills are not inherent traits but rather competencies that an individual can develop through training, education, and practice. Skills are often categorized and assessed using specific criteria, allowing organizations to evaluate employee capabilities effectively. This understanding is crucial for workforce planning, recruitment, and performance assessment, as it allows HR professionals to match individuals with the right roles based on their measurable abilities. Identifying and assessing skills provides valuable insights into workforce development needs and training opportunities, ensuring that employees can fulfill their potential within the organization.

2. How does Infor Global HR support compliance with labor laws?

- A. By offering customized training courses
- B. By providing tools for reporting, tracking, and managing employee data in accordance with regulations**
- C. By automating all payroll processes
- D. By generating employee satisfaction surveys

Infor Global HR supports compliance with labor laws primarily by providing tools for reporting, tracking, and managing employee data in accordance with regulations. This functionality is crucial for organizations to remain compliant with various labor laws and regulations, which often require accurate record-keeping and timely reporting of employee information. The system helps HR professionals stay informed about changes in legislation and ensures that they can easily access the necessary data to meet compliance requirements. With these tools, organizations can efficiently monitor compliance-related metrics, document employment practices, and produce reports that may be required by regulatory bodies. This proactive approach minimizes the risk of legal penalties and enhances overall organizational accountability. While other options such as customized training or payroll automation can contribute to compliance efforts, having a system specifically designed to manage and report employee data effectively addresses the core needs of compliance with labor laws.

3. How does Infor Global HR facilitate employee benefits cost analysis?

- A. By providing real-time payroll processing tools**
- B. By offering reporting tools to evaluate benefit programs**
- C. By outsourcing benefit administration duties**
- D. By limiting employee access to benefits data**

Infor Global HR facilitates employee benefits cost analysis primarily through its reporting tools that help organizations evaluate benefit programs. These reporting tools provide valuable insights into the costs associated with each benefit, allowing HR professionals to analyze trends, assess utilization rates, and understand the overall financial impact of employee benefits. This analytical capability enables organizations to make informed decisions about which benefits to offer, how to manage costs, and how to optimize their benefits strategy to align with both employee needs and organizational goals. The ability to generate detailed reports and analytics is crucial for strategic planning and ensuring that benefit offerings remain competitive and effective. The other options do not directly contribute to employee benefits cost analysis. For example, real-time payroll processing primarily addresses payroll functions rather than directly analyzing benefit costs. Outsourcing benefit administration may streamline processes, but it doesn't inherently provide analytical insights into costs. Limiting employee access to benefits data can hinder transparency and does not assist in understanding the cost implications of employee benefits. Hence, the role of reporting tools in evaluating benefit programs is key to conducting a thorough cost analysis.

4. Which module would you use to manage time-off requests?

- A. Employee Relations**
- B. Absence Management**
- C. Position Budget Management**
- D. Occupational Health**

The module designed specifically for managing time-off requests is Absence Management. This module specializes in tracking and overseeing various types of leave, including vacation, sick leave, and other forms of employee absences. It allows HR professionals to efficiently process time-off requests, monitor employee attendance, and maintain accurate records related to employee absences. Absence Management provides tools for both employees and managers, enabling employees to submit their requests and track their balances, while allowing managers to approve or deny these requests based on organizational policies. This functionality is crucial for maintaining workflow and ensuring that employee leave does not disrupt the overall productivity of the organization. In contrast, the other modules serve different purposes. Employee Relations focuses on managing the interactions and communications between employees and the organization, while Position Budget Management deals with financial aspects of workforce planning and budget allocation for positions. Occupational Health, on the other hand, is concerned with workplace health and safety issues, not specifically with time-off management. Therefore, the Absence Management module is the most suitable choice for handling time-off requests.

5. What are the benefits of using Infor Global HR's unified platform?

- A. Seamless integration of third-party applications**
- B. Streamlined processes and consistent data management**
- C. Higher recruitment costs**
- D. Limited customization options**

The benefits of using Infor Global HR's unified platform are primarily focused on streamlining processes and ensuring consistent data management. A unified platform means that all HR functions—such as recruitment, performance management, payroll, and employee records—are integrated into a single system. This integration minimizes redundancies and errors that can occur when using disparate systems, allowing for more efficient workflows. Having consistent data management also ensures that all users have access to up-to-date and accurate information, which is critical for decision-making processes. With seamless data flow across different HR processes, organizations can respond more quickly to changes, maintain compliance with regulations, and generate insightful analytics for strategic planning. In contrast, aspects such as seamless integration of third-party applications might be a feature of such platforms but do not capture the core advantage of streamlining and consistency as effectively as the chosen answer does. Higher recruitment costs are not a benefit and typically do not align with the goals of an effective HR system. Limited customization options would not generally be seen as beneficial; rather, the ability to customize systems to fit organizational needs is often a key advantage of the platform.

6. What may be a result of applying geographical differentials in salary structures?

- A. Standardization of pay across locations.**
- B. Increased employee turnover rates.**
- C. Enhanced employee satisfaction in higher cost areas.**
- D. Reduced recruitment costs.**

Applying geographical differentials in salary structures is aimed at addressing the varying costs of living, market conditions, and competitive wage rates in different locations. When salaries are adjusted based on geography, employees in higher cost areas receive compensation that reflects the local economic environment. This can lead to enhanced employee satisfaction as workers feel their pay is more aligned with their living expenses and local purchasing power. In higher cost areas, employees may appreciate higher salaries that enable them to comfortably maintain their standard of living. Such adjustments can foster loyalty and motivation, leading to decreased stress related to financial burdens associated with elevated living costs. As a result, organizations that implement geographical differentials typically see improved employee satisfaction in these regions because employees feel valued and adequately compensated for their contributions in the context of their local economic conditions.

7. What type of operations might a centralized structure be best suited for?

- A. Highly autonomous units**
- B. Organizations requiring close oversight of functions**
- C. Organizations with varied global operations**
- D. Small businesses lacking structure**

A centralized structure is ideally suited for organizations requiring close oversight of functions because it consolidates decision-making authority at the top levels of management. This facilitates a consistent application of policies, procedures, and strategies across the organization. Such a structure allows for better control and monitoring of operations, ensuring that all units adhere to the same standards and objectives. In environments where oversight is critical—such as those dealing with sensitive data, regulatory compliance, or high-stakes projects—a centralized structure enables leaders to respond quickly to issues and maintain alignment with organizational goals. This approach minimizes discrepancies that can arise in decentralized systems where different units may implement varying processes or standards. In contrast, highly autonomous units thrive in decentralized structures that allow them to make decisions tailored to their specific contexts. Organizations with varied global operations need flexibility and adaptability, which can be served better through a decentralized approach. Small businesses lacking structure often benefit from a more informal and flexible organization, where a centralized approach might feel overly restrictive.

8. Which of the following is NOT a core module of Infor Global HR?

- A. Benefits Administration**
- B. Performance Management**
- C. Employee Relations**
- D. Position Budget Management**

The correct answer is that Position Budget Management is not a core module of Infor Global HR. Core modules typically focus on essential functions that deal directly with employee management, development, and organizational performance. Benefits Administration and Performance Management are indeed core components, as they facilitate the management of employee benefits and assess employee performance respectively, which are crucial for any HR system. Employee Relations also stands as a pivotal aspect of human resources, focusing on managing the employer-employee relationship and ensuring workplace harmony. On the other hand, Position Budget Management may relate to financial aspects of employee positions but is not a fundamental HR function like the other three modules. Thus, it falls outside the definition of core modules typically emphasized in Infor Global HR strategies. Understanding the distinction between financial management functions and core HR functions is crucial for those preparing for the Infor Global HR certification.

9. What is the primary focus of Infor HR's employee relations features?

A. To manage employee grievances and enhance workplace communication

B. To organize team-building events and activities

C. To automate payroll calculations

D. To facilitate employee training sessions

The primary focus of Infor HR's employee relations features is to manage employee grievances and enhance workplace communication. This aspect is crucial within human resources because effective employee relations ensure a positive work environment, which contributes to employee engagement and retention. The management of grievances allows employees to voice their concerns in a structured manner, which can help resolve conflicts and improve overall morale. Enhanced workplace communication fosters transparency and collaboration, empowering employees to share feedback and express their needs, thus creating a more harmonious workplace culture. While organizing team-building events can contribute to employee relations, it is not the central feature of the Infor HR system focused on grievance management and communication. Automating payroll calculations and facilitating employee training sessions serve different functional goals within the HR management system and do not directly address the core focus of employee relations as effectively as managing grievances and communication improvements.

10. In a decentralized organizational structure, how is the organization divided?

A. By project teams

B. By business units with their own functional operations

C. By geographical locations

D. By customer segments

In a decentralized organizational structure, the organization is divided by business units that operate independently and have their own functional operations. This means that each business unit has the authority to make decisions and manage its resources without requiring approval from a central authority. Each unit can tailor its operations, strategies, and policies to better meet the unique needs of its market or operational environment. This structure allows for greater flexibility and responsiveness, as individual business units can quickly adapt to changes in their market or industry without being constrained by a central authority. It also fosters entrepreneurship within the organization, as managers in each unit are empowered to innovate and make decisions that suit their specific circumstances. While project teams, geographical locations, and customer segments can also be valid ways to organize, they do not inherently reflect the principle of decentralization as clearly as the division into independent business units does. In contrast to a more centralized structure, where decision-making is concentrated at the top levels of the organization, a decentralized approach promotes autonomy and localized management across different business units.